



# Consumer Information





## TABLE OF CONTENTS

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Committed to Excellence . . . . .	3	Delaware . . . . .	7	Louisiana . . . . .	45
BBB AUTO LINE® Dispute Resolution Service . . . . .	4	District of Columbia . . . . .	22	Maine . . . . .	47
“Lemon Laws” . . . . .	6	Florida . . . . .	24	Maryland . . . . .	50
Alabama . . . . .	9	Georgia . . . . .	26	Massachusetts . . . . .	54
Alaska . . . . .	7	Hawaii . . . . .	30	Michigan . . . . .	56
Arizona . . . . .	11	Idaho . . . . .	33	Minnesota . . . . .	58
Arkansas . . . . .	13	Illinois . . . . .	35	Mississippi . . . . .	59
California . . . . .	15	Indiana . . . . .	37	Missouri . . . . .	61
Colorado . . . . .	18	Iowa . . . . .	39	Montana . . . . .	63
Connecticut . . . . .	21	Kansas . . . . .	41	Nebraska . . . . .	65
		Kentucky . . . . .	43	Nevada . . . . .	67

## TABLE OF CONTENTS (Continued)

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New Hampshire . . . . .	69	South Carolina . . . . .	98
New Jersey . . . . .	76	South Dakota . . . . .	7
New Mexico . . . . .	79	Tennessee . . . . .	100
New York . . . . .	81	Texas . . . . .	102
North Carolina . . . . .	84	Utah . . . . .	104
North Dakota . . . . .	86	Vermont . . . . .	106
Ohio . . . . .	88	Virginia . . . . .	112
Oklahoma . . . . .	90	Washington . . . . .	114
Oregon . . . . .	92	West Virginia . . . . .	116
Pennsylvania . . . . .	94	Wisconsin . . . . .	117
Rhode Island . . . . .	96	Wyoming . . . . .	118

## COMMITTED TO EXCELLENCE

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American Honda Motor Co., Inc., and your authorized Honda dealer are committed to excellence in the quality of our vehicles. We want you to be completely satisfied with every aspect of your Honda vehicle.

This booklet provides a summary of some of the basic requirements established by your state regarding certain consumer protection laws and rights, which are often commonly referred to as the "Lemon Laws."<sup>1</sup> However, each state's lemon law may have many provisions. For further details, please review the laws of your state, or contact your state attorney general's office.

Please note that some states require that you follow certain steps prior

to pursuing a claim under the consumer protection laws. The individual notices contained in this booklet summarize the requirements in your state. In some states, your authorized Honda dealership may provide lemon law disclosure information in addition to this booklet and in accordance with state laws.

By providing this booklet, American Honda is not giving legal advice. As stated previously, this booklet is meant to provide some basic information regarding certain consumer protection laws in your state. This booklet should not be considered a conclusive overview of these consumer laws. You may have other legal rights or remedies other than those referenced in this booklet. For

further details, you may want to review the laws of your state, consult an attorney, or contact your state attorney general's office.

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

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<sup>1</sup> This summary of the "Lemon Laws" is based upon certain consumer protection laws in effect as of October 2010. For the most current information, you should review your state's consumer protection laws or contact your state attorney general's office.

## BBB AUTO LINE® DISPUTE RESOLUTION SERVICE

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If you feel you need further assistance after contacting Automobile Customer Service, you may elect to contact the Better Business Bureau's AUTO LINE program ("BBB AUTO LINE"). BBB AUTO LINE is an out-of-court program independently administered by the BBB system to settle automotive disputes.

BBB AUTO LINE does not charge a fee to consumers. To guarantee impartiality, the participating companies commit funding for staff and program administrative costs of BBB AUTO LINE in advance. BBB AUTO LINE staff and arbitrators are independent of companies that participate in the program, and perform no services for these companies other than

providing impartial dispute resolution services.

If you are experiencing a problem with your vehicle that has not been resolved to your satisfaction, the BBB AUTO LINE may assist in the resolution of your dispute. Please note, however, only certain claims are eligible for this program.

To file a claim, you must provide the following information:

- Your name and address;
- The vehicle identification number (VIN);
- The make, model and year of your vehicle; and
- A description of the problem you are having.

BBB AUTO LINE will notify you when your claim has been filed. They will also gather and investigate the necessary information for a fair and expeditious resolution of your dispute.

You may file a claim with BBB AUTO LINE relating to vehicle defects or malfunctions that are covered by your Honda New Vehicle Limited Warranty. Claims must be filed within the applicable warranty period, or, in some states, no later than six (6) months after the expiration of the applicable warranty. Please note that there are other limitations and you should contact BBB AUTO LINE for more information.

To file a claim or for additional information on the program, please contact:

BBB AUTO LINE  
Dispute Resolution Division  
Council of Better Business Bureaus  
4200 Wilson Blvd., Suite 800  
Arlington, VA 22203-1838  
800-955-5100  
Fax 703-247-9700  
[www.dr.bbb.org](http://www.dr.bbb.org)

**IMPORTANT: YOU MAY BE  
REQUIRED TO USE BBB  
AUTO LINE PRIOR TO  
SEEKING CERTAIN  
REMEDIES OR ASSERTING A  
PRESUMPTION UNDER YOUR  
STATE'S LEMON LAW.  
PLEASE REVIEW THE LAWS  
OF YOUR STATE OR CHECK  
WITH YOUR STATE  
ATTORNEY GENERAL'S  
OFFICE FOR INFORMATION  
THAT MAY APPLY TO YOU.**

## “LEMON LAWS”

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All states have enacted consumer protection laws that are sometimes referred to by others as “Lemon Laws.” Although the details of these laws vary from state to state, their main purpose is to assure you certain rights if you have problems with your vehicle. In general terms, these laws usually provide that if your vehicle has a problem covered by your limited written warranty that cannot be repaired in a certain number of attempts by the manufacturer’s authorized repair facility, or has been out of service for an extended period, you may qualify for relief under the lemon law in your state.

Some states require you to directly notify the manufacturer about the

problem(s), and some states give the manufacturer, or its representative, a chance to correct the problem(s). A state may require you to submit your complaint to an alternative dispute resolution program such as BBB AUTO LINE, before proceeding to other forums.

“Lemon Laws” have many provisions. If you feel your Honda vehicle qualifies for consideration under the lemon law in your area, please review the laws in your state, consult an attorney, or contact your state attorney general’s office.

We want you to be satisfied with your Honda vehicle. If you have

any questions, please contact your authorized Honda dealer or American Honda at:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009



## ALASKA, DELAWARE and SOUTH DAKOTA

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If your new motor vehicle does not conform to the limited written warranty and American Honda or its authorized Honda dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state's lemon law to a comparable vehicle or a refund of the full purchase price, less an allowance for use, upon return of your vehicle.

In order to seek remedies under your state's lemon law, you must first do the following:

- 1) Notify American Honda through Automobile Customer Service of the problem with your vehicle in writing at the address provided below (please note that some of these states require that notice be sent via certified mail); and
- 2) Provide American Honda with an opportunity to repair it.

If you believe that you have a claim under your state lemon law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

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Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The lemon laws of these states may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in your state. Further, you may have other rights and remedies outside of the lemon law.

## ALABAMA

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If your new motor vehicle does not conform to the limited written warranty and American Honda or its authorized Honda dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of the Alabama Lemon Law to a comparable new vehicle or a refund of the full purchase price, less an allowance for use, upon return of your vehicle.

In order to seek remedies under the Alabama Lemon Law, you must first do the following:

- 1) Notify American Honda through Automobile Customer

Service of the problem with your vehicle in writing at the address provided below (please note that your state may require that notice be sent via certified mail); and

- 2) Provide American Honda with an opportunity to repair it.

If you believe that you have a claim under the Alabama Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

**IMPORTANT: UNDER THE ALABAMA LEMON LAW, YOU**

**MAY BE REQUIRED TO FIRST RESORT TO ALTERNATIVE DISPUTE RESOLUTION THROUGH BBB AUTO LINE BEFORE YOU ARE ENTITLED TO ANY OTHER POTENTIAL REMEDIES.**

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

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For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Alabama Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Alabama. Further, you may have other rights and remedies outside of the Alabama Lemon Law.

If American Honda or its authorized Honda dealers are unable to conform the motor vehicle to the limited written warranty by repairing or correcting any defect or condition that substantially impairs the use and value of the motor vehicle to you after a reasonable number of attempts, you may be entitled to a replacement of the motor vehicle with a new motor vehicle or a refund of the full purchase price, including all collateral charges, less a reasonable allowance for your use of the vehicle, upon return of the vehicle, under the provisions of the Arizona "Lemon Law." (A.R.S. § 44-1263(A))

If you are not the title owner of the vehicle, the provisions of the

Arizona "Lemon Law" do not apply to you. For example, the provisions may not apply if you are leasing your vehicle.

If you believe you have a claim under the Arizona "Lemon Law," American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

**IMPORTANT: UNDER THE ARIZONA "LEMON LAW," YOU MAY BE REQUIRED TO FIRST RESORT TO ALTERNATIVE DISPUTE RESOLUTION THROUGH BBB AUTO LINE BEFORE**

### **YOU ARE ENTITLED TO ANY OTHER POTENTIAL REMEDIES. (A.R.S. § 44-1265)**

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through

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Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Arizona "Lemon Law" may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Arizona. Further, you may have other rights and remedies outside of the Arizona "Lemon Law."

## **IMPORTANT NOTICE ABOUT ARKANSAS NEW MOTOR VEHICLE QUALITY ASSURANCE ACT**

If the new motor vehicle you have purchased does not conform to the manufacturer's express warranty, you may be entitled under state law to a comparable vehicle or a refund of the full purchase price, less an allowance for use, upon return of your vehicle, under the provisions of the Arkansas New Motor Vehicle Quality Assurance Act, A.C.A. §§ 4-90-401-417.

To exercise your rights, the purchaser is required to provide written notice, via certified mail or registered mail (return receipt requested), of the nonconformity

directly to the manufacturer, and upon notice, the manufacturer is allowed a final opportunity to repair the vehicle.

Written notice of a defect should be sent to:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746

In addition, please refer to the booklet "A Consumer's Guide to the Arkansas Lemon Law" prepared by the State of Arkansas, Office of the Attorney General. A copy of this booklet was provided to you by your dealer at the time you purchased your new Honda

vehicle. If you have not received this booklet from your authorized Honda dealer, and have not signed an acknowledgment of receipt, please contact your authorized Honda dealer or American Honda through Automobile Customer Service at the address or toll-free number listed below. For additional information regarding the Arkansas Lemon Law, you may visit the Arkansas State Attorney General's website at [www.arkansasag.gov](http://www.arkansasag.gov).

You also have the right to submit your case to the consumer arbitration program that the manufacturer must offer in Arkansas. You are required to use the informal dispute program only if you want to use the Arkansas New Motor Vehicle Quality

Assurance Act's replacement or refund provisions.

American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a

warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

If you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Arkansas New Motor Vehicle Quality Assurance Act may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the Act, you should review the laws in Arkansas. American Honda also encourages you to contact the State of Arkansas, Office of the Attorney General, for further information. Further, you may have other rights and remedies outside of the Arkansas New Motor Vehicle Quality Assurance Act.



California Civil Code Section 1793.2 (d) generally requires that, if American Honda or its authorized repair facilities are unable to repair a new Honda vehicle to conform to its applicable express warranties after a reasonable number of attempts, and the nonconformity substantially impairs the use, value, or safety of your vehicle, you may be entitled to a comparable vehicle or a refund of the full purchase price, less a reduction for use, upon return of your vehicle. California Civil Code Section 1793.22 (b) creates a rebuttable presumption that American Honda has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within eighteen (18) months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever

occurs first, one or more of the following occurs:

- The same nonconformity results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven AND the nonconformity has been subject to repair two (2) or more times by American Honda or its authorized repair facilities AND the buyer or lessee has at least once directly notified American Honda of the need for the repair of the nonconformity; OR
- The same nonconformity has been subject to repair four (4) or more times by American Honda or its authorized repair facilities AND the buyer or

lessee has at least once directly notified American Honda of the need for the repair of the nonconformity; OR

- The vehicle is out of service by reason of repair of nonconformities by American Honda or its authorized repair facilities for a cumulative total of more than thirty (30) calendar days after delivery of the vehicle to the buyer or lessee. This thirty (30) day limit may be extended under certain circumstances.

**NOTICE TO AMERICAN  
HONDA AS REQUIRED  
ABOVE SHALL BE SENT TO  
THE FOLLOWING ADDRESS:**

**American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009**

American Honda participates in the BBB AUTO LINE program, generally described on pages 4-5 of this booklet. BBB AUTO LINE is a program independently administered by the Better Business Bureau. Both BBB AUTO LINE and American Honda have been certified by the Arbitration Certification Program of the California Department of Consumer Affairs.

**IMPORTANT: YOU ARE  
REQUIRED TO USE BBB  
AUTO LINE BEFORE  
ASSERTING IN COURT THE  
REBUTTABLE PRESUMPTION  
CONFERRED BY  
CALIFORNIA CIVIL CODE  
SECTION 1793.22. YOU ARE  
NOT REQUIRED TO USE BBB  
AUTO LINE BEFORE  
PURSUING RIGHTS AND  
REMEDIES UNDER ANY  
OTHER FEDERAL OR  
CALIFORNIA LAW.**

If you have a problem arising under the American Honda limited written warranty, we encourage you to bring it to our attention. If we are unable to resolve it to your satisfaction, you may file a claim with BBB AUTO LINE. Please refer to pages 4-5 of this booklet for information about the BBB AUTO LINE program.

BBB AUTO LINE staff may try to help resolve your dispute through mediation. If mediation is not successful, or if you do not wish to participate in mediation, claims within the program's jurisdiction may be presented to an arbitrator at an informal hearing. The arbitrator's decision should ordinarily be issued within forty (40) days from the time your complaint is filed with BBB AUTO LINE. Nevertheless, there may be a delay of up to seven (7) days if you did not first contact American Honda about your problem, or a delay of up to thirty (30) days if the arbitrator requests an inspection by an impartial technical expert or if further investigation is necessary by BBB AUTO LINE.

Any applicable statutes of limitation under federal or California law shall be extended by the time that the claim is arbitrated through BBB AUTO LINE.

The following remedies may be sought in BBB AUTO LINE against American Honda: repairs, reimbursement for money paid to repair a vehicle or other expenses incurred as a result of a vehicle nonconformity, repurchase or replacement of your vehicle, and compensation for damages and remedies available under American Honda's limited written warranty or applicable law.

The following remedies may **not** be sought in BBB AUTO LINE: punitive damages, multiple damages, or penalties; attorneys'

fees; lost wages; or consequential damages other than as provided in California Civil Code Section 1794 (a) and (b).

You may reject the decision issued by a BBB AUTO LINE arbitrator. If you reject the decision, you will be free to pursue your rights through legal action. The arbitrator's decision and any findings will be admissible in the legal action.

If you accept the arbitrator's decision, American Honda will be bound by the decision, and will comply with the decision within a reasonable time not to exceed thirty (30) days after receiving notice of your acceptance of the decision. You may file a claim or contact BBB AUTO LINE at:

BBB AUTO LINE  
Dispute Resolution Division  
Council of Better Business Bureaus  
4200 Wilson Blvd., Suite 800  
Arlington, VA 22203-1838  
800-955-5100  
Fax 703-247-9700  
[www.dr.bbb.org](http://www.dr.bbb.org)

California Civil Code section 1793 *et seq.* may have additional provisions and requirements. If you feel your Honda vehicle qualifies for consideration under these provisions, please review the laws in California, consult an attorney, or contact the California Attorney General's office. Further, you may have other rights and remedies outside of California Civil Code section 1793 *et seq.*

If, during the term of the limited written warranty or one (1) year following the date of original delivery to a consumer, whichever is earlier, there have been four (4) or more unsuccessful attempts to repair the same substantial nonconformity, or the vehicle has been out of service for repairs of substantial nonconformities for a total of thirty (30) or more business days, you may be entitled under the Colorado Lemon Law to a comparable vehicle or a refund of the full purchase price, less an allowance for use, upon return of your vehicle.

In order to be entitled to the presumption of a reasonable number of repair attempts or days out of service under the Colorado

Lemon Law, you must first do the following:

- 1) Notify American Honda through Automobile Customer Service in writing at the address provided below, by certified mail, of the problem with your vehicle; and
- 2) Provide American Honda with an opportunity to repair it.

For your convenience, a copy of a notification form has been provided to you.

If you believe you have a claim under the Colorado Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO

LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

**IMPORTANT: PRIOR TO FILING A LAWSUIT SEEKING A REMEDY UNDER THE COLORADO LEMON LAW, YOU ARE REQUIRED TO FIRST RESORT TO ALTERNATIVE DISPUTE RESOLUTION THROUGH BBB AUTO LINE.**

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes

the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Colorado Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Colorado. Further, you may have other rights and remedies outside of the Colorado Lemon Law.

**Notice to Consumer State of Colorado**  
**Notification to Manufacturer**

Owner's Name: \_\_\_\_\_

Owner's Address: \_\_\_\_\_  
(Street) (City) (State) (Zip)

Phone: \_\_\_\_\_  
(Home) (Work)

Vehicle Information: \_\_\_\_\_  
(Model) (Year)

VIN: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Mileage: \_\_\_\_\_

Servicing Dealer: \_\_\_\_\_

Number of Days Vehicle Has Been Out of Service: \_\_\_\_\_

Number of Times the Dealer Has Attempted to Repair the Same Condition: \_\_\_\_\_

Description of Concern: \_\_\_\_\_

\_\_\_\_\_  
You must give American Honda written notification of any defect at: Automobile Customer Service, 1919 Torrance Blvd., Mail Stop 500-2N-7A, Torrance, CA 90501-2746, by Certified Mail in order to obtain the remedies provided by the Colorado Lemon Law. You may use this form for that purpose.

If your new motor vehicle does not conform to the manufacturer's limited written warranty, you may be entitled under the provisions of the Connecticut Lemon Law to a replacement or repurchase of the vehicle. **To exercise your Lemon Law rights, you must first report the condition in writing to American Honda at the address listed below.**

Additionally, if you believe that you have a claim under the Connecticut Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Connecticut Lemon Law may have additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Connecticut. American Honda also encourages you to contact the State of Connecticut, Department of Consumer Protection, for further information. Further, you may have other rights and remedies outside of the Connecticut Lemon Law.

## NOTICE TO PURCHASER

**IF, AFTER A REASONABLE NUMBER OF ATTEMPTS, THE MANUFACTURER, ITS AGENT, OR AUTHORIZED DEALER IS UNABLE TO REPAIR OR CORRECT ANY NONCONFORMITY, DEFECT, OR CONDITION WHICH RESULTS IN A SIGNIFICANT IMPAIRMENT OF THE MOTOR VEHICLE, THE MANUFACTURER, AT THE OPTION OF THE CONSUMER, SHALL REPLACE THE MOTOR VEHICLE WITH A COMPARABLE MOTOR VEHICLE, OR ACCEPT RETURN OF THE MOTOR VEHICLE FROM THE CONSUMER AND REFUND**

**TO THE CONSUMER THE FULL PURCHASE PRICE, INCLUDING ALL SALES TAX, LICENSE FEES, REGISTRATION FEES, AND ANY SIMILAR GOVERNMENT CHARGES. IF YOU HAVE ANY QUESTIONS CONCERNING YOUR RIGHTS, YOU MAY CONTACT THE DEPARTMENT OF CONSUMER AND REGULATORY AFFAIRS.**

When you buy a new vehicle, you should receive from the dealer the notice listed above regarding your lemon law rights. If you have not received this notice from your authorized Honda dealer, please contact your authorized Honda dealer or American Honda through Automobile Customer Service at

the address or toll-free number provided below.

American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a



warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The District of Columbia "Lemon Law" may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in the District of Columbia. American Honda also encourages you to contact the Department of Consumer and Regulatory Affairs for further information. Further, you may have other rights and remedies outside of the District of Columbia "Lemon Law."

If your Honda vehicle has been at an authorized Honda dealer for a total of fifteen (15) or more days or your Honda vehicle has had at least three (3) repair attempts for the same or substantially the same problem and you believe that your vehicle does not conform to the limited written warranty, then you must send written notice to American Honda through Automobile Customer Service at the address provided below, by registered or express mail, advising American Honda of the need to repair the defect or condition in the vehicle.

The defect notice has been provided to you in the pamphlet titled "Consumer Guide to the

Florida Lemon Law." This pamphlet was provided to you by your dealer at the time you purchased your Honda vehicle.

The defect notice must be sent to:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746

After American Honda receives the defect notice, American Honda will make arrangements for you to bring your vehicle to a reasonably accessible authorized Honda dealership for inspection or repair.

If you are not satisfied with the repair resulting from your mailing of the defect notice, then contact BBB AUTO LINE at its toll-free number, 800-955-5100. For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided. This process has been certified by the State of Florida pursuant to the Lemon Law.

If you are still not satisfied after using the BBB AUTO LINE program, then you may wish to pursue the State-Sponsored Lemon Law Arbitration Procedure. For further information regarding that

application procedure and the Florida Lemon Law, please refer to your pamphlet "Consumer Guide to the Florida Lemon Law," provided to you by your dealer at the time of purchase. If you wish to request an additional booklet detailing your rights under the Florida Lemon Law, please contact your authorized Honda dealer or American Honda through Automobile Customer Service at 800-999-1009.

The Florida Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Florida. American Honda also encourages you to contact the State of Florida,

Office of the Attorney General, for further information. Further, you may have other rights and remedies outside of the Florida Lemon Law.

## GEORGIA

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If the new Honda vehicle you have purchased, leased, or registered in Georgia does not conform to the limited written warranty, you may be entitled under the Georgia Lemon Law to certain remedies, including a comparable vehicle or a refund of the full purchase price.

In order to be entitled to remedies under the Georgia Lemon Law, the consumer must meet the eligibility requirements of the Georgia Lemon Law. The consumer must also allow the manufacturer through one of its authorized agents or new motor vehicle dealers a reasonable number of attempts to repair and correct the vehicle's nonconformity. If the manufacturer through an authorized agent or new motor vehicle dealer is unable to repair and correct a nonconformity after a

reasonable number of attempts, the consumer must notify American Honda through Automobile Customer Service by statutory overnight delivery or certified mail, return receipt requested, at the address provided below, of the need to repair and correct the nonconformity. In that notice, please also identify:

- The purchase or lease date of the vehicle;
- The type of vehicle and vehicle identification number (VIN);
- The nonconformity or nonconformities;
- The lessor of the vehicle, if any;

- The days upon which repair attempts were made;
- The facility or facilities at which repair attempts were made; and
- The address and telephone number at which the consumer can be contacted.

The manufacturer has the right to make a final attempt to repair and correct the nonconformity.

American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

Automobile Customer Service is authorized to direct activities regarding the repair of the consumer's vehicle.

The Georgia Lemon Law has many additional provisions and requirements. If you feel your Honda qualifies for consideration under the Georgia Lemon Law, you

should review the laws in Georgia. American Honda also encourages you to contact the Governor's Office of Consumer Affairs for further information. Further, you may have other rights and remedies outside of the Georgia Lemon Law.

# The Georgia Lemon Law Statement of Consumer Rights

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Governor's Office of  
Consumer Affairs  
2 M. L. King Jr. Drive, Suite 356  
Atlanta, GA 30334  
(404) 656-3790

The information presented on this rights statement is a general summary of the law. To obtain materials which explain the Georgia Lemon Law in much greater detail and include sample notification forms, you can visit the Governor's Office of Consumer Affairs' website at [www.consumer.ga.gov](http://www.consumer.ga.gov).

## The Georgia Lemon Law:

- The vehicle must be purchased, leased, or registered in Georgia.

- Covers new motor vehicles or demonstration vehicles, if titled as new.
- Covers new trucks up to 12,000 pounds gross vehicle weight rating and the self-propelled and chassis portion of new motor homes.
- Covers nonconformities first reported within the lemon law rights period, which is the first two years or 24,000 miles of operation of the vehicle, whichever occurs first.
- A vehicle may qualify under the lemon law after the manufacturer or its authorized dealer has been given a reasonable number of attempts to repair the same

nonconformity within the lemon law rights period, but has not been able to repair the nonconformity.

- Under the lemon law, a reasonable number of attempts is deemed to be: (a.) **one attempt**, if the nonconformity is a serious safety defect; (b.) **three attempts**, if the nonconformity, although not a serious safety defect, substantially impairs the use, value, or safety of the vehicle; or, (c.) a **cumulative total of 30 days** during which the vehicle is out of service for repair of one or more nonconformities.
- After a reasonable number of attempts to repair a serious

## The Georgia Lemon Law Statement of Consumer Rights (Continued)

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safety defect or any other nonconformity (**either a. or b. above**), the consumer must notify the manufacturer and provide the manufacturer with a final opportunity to repair the nonconformity.

- If the manufacturer fails to correct the nonconformity after the final repair attempt, or if the vehicle is out of service by reason of repair of one or more nonconformities for a cumulative total of 30 days, the consumer may be eligible for a refund for the purchase price of the vehicle or a replacement vehicle.
- It is **very important** to keep copies of all work orders,

reports (such as vehicle inspection, diagnosis, or test drive reports) and written correspondence with the manufacturer. Remember, you are entitled to receive a fully itemized and legible statement or repair order each time you take your vehicle in for diagnosis or repair.

- To assert your rights under the law, other requirements may apply. For further information, contact the Governor's Office of Consumer Affairs.

**IF THE NEW MOTOR VEHICLE YOU PURCHASED DOES NOT CONFORM TO THE MANUFACTURER'S EXPRESS WARRANTY, YOU MAY BE ENTITLED UNDER STATE LAW TO A REPLACEMENT OR A REFUND. FOR ADDITIONAL INFORMATION CONCERNING YOUR RIGHTS, YOU MAY CONTACT THE REGULATED INDUSTRIES COMPLAINTS OFFICE AT:**

**235 SOUTH BERETANIA  
STREET  
NINTH FLOOR  
HONOLULU, HI 96813  
808-587-3222  
[www.hawaii.gov/dcca/rico](http://www.hawaii.gov/dcca/rico)**

Hawaii's Lemon Law establishes a procedure and forum for resolving new car complaints between consumers and the manufacturer. When you buy a new car, you should receive from the dealer a written statement explaining your lemon law rights and the terms of the state's certified arbitration program. The statement tells you what steps you can take if your car does not conform to the limited written warranty. If you have not received from the dealer a written statement of your lemon law rights, please contact your authorized Honda dealer or American Honda through Automobile Customer Service at the address or toll-free number provided below.

Under Hawaii's Lemon Law, if the new car you purchased has certain nonconformities which substantially impair the use, market value, or safety of the car, and American Honda or your local authorized Honda dealer is unable to correct the problem after a reasonable number of attempts, you may be entitled to a comparable vehicle or a refund of the full purchase price, less an allowance for use, upon return of your vehicle. A reasonable number of repair attempts have been made if any of the following circumstances occurs:

- You took the car in for repair for the same nonconformity at least three (3) times within the Lemon Law Rights Period



but the problem continues to exist;

- You took the car in for repair at least once for a serious nonconformity within the Lemon Law Rights Period but the problem continues to exist and is likely to cause death or serious bodily injury if the car is driven; or
- You took the car in for repairs for one (1) or more nonconformities within the Lemon Law Rights Period and the total number of business days which the car was in repair adds up to thirty (30) or more days.

In order for you to exercise your rights under Hawaii law, you must first notify American Honda through Automobile Customer Service in writing at the address provided below, by certified mail, of the problem with your vehicle. The written notification must be sent before the Lemon Law Rights Period expires. Assuming the limited written warranty is still in effect, the Lemon Law Rights Period expires two (2) years after the original date of delivery of the car to the consumer, or the first 24,000 miles of operation, whichever comes first. After the Lemon Law Rights Period expires, you have one (1) year within which to file a complaint with the State Certified Arbitration Program and request arbitration.

American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Hawaii Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Hawaii. American Honda also encourages you to contact the Hawaii State Department of Commerce and Consumer Affairs for further information. Further, you may have other rights and remedies outside of the Hawaii Lemon Law.

**IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER THE STATE'S LEMON LAW TO REPLACEMENT OF IT OR A REFUND OF ITS PURCHASE PRICE OR YOUR LEASE PAYMENTS. HOWEVER, TO BE ENTITLED TO REFUND OR REPLACEMENT, YOU MUST FIRST NOTIFY THE MANUFACTURER, ITS AGENT, OR ITS AUTHORIZED DEALER OF THE PROBLEM IN WRITING AND GIVE THEM AN OPPORTUNITY TO REPAIR THE VEHICLE. YOU ALSO HAVE A RIGHT TO SUBMIT YOUR CASE TO THE CONSUMER ARBITRATION PROGRAM WHICH THE**

### **MANUFACTURER MUST OFFER IN THIS STATE.**

If you believe you have a claim under the Idaho Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a

warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

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The Idaho Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Idaho. Further, you may have other rights and remedies outside of the Idaho Lemon Law.

If, after a reasonable number of repair attempts, you believe your new Honda vehicle does not conform to the limited written warranty, you may be entitled to a new vehicle of like model line, if available, or otherwise a comparable motor vehicle as a replacement or, upon return of the vehicle, to a refund of the full purchase price or lease cost, including all collateral charges, less a reasonable allowance for your use of the vehicle, under the Illinois New Vehicle Buyer Protection Act. The Illinois New Vehicle Buyer Protection Act provides a presumption that a reasonable number of repair attempts have been undertaken to conform the vehicle to its limited written warranty if, during the first

twelve (12) months or 12,000 miles of use after delivery of your vehicle (whichever occurs first), there have been four (4) or more attempts to repair the same nonconformity (which substantially impairs the use, market value or safety of your vehicle) and the nonconformity continues to exist, or, your vehicle has been out of service by reason of repair of nonconformities (which substantially impair the use, market value or safety of your vehicle) for a total of thirty (30) or more business days.

To pursue any rights you may have under the Illinois New Vehicle Buyer Protection Act, you must first do the following:

- 1) Notify American Honda through Automobile Customer Service in writing at the address provided below of the alleged defect with your vehicle; and
- 2) Provide American Honda with an opportunity to correct the alleged defect.

In addition, you must address your concerns through BBB AUTO LINE, a program independently administered by the Better Business Bureau. Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision.

Please refer to pages 4-5 of this booklet for additional information on the BBB AUTO LINE program and how to use it, or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Illinois New Vehicle Buyer Protection Act may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the Act, you should review the laws in Illinois. Further, you may have other rights and remedies outside of the Illinois New Vehicle Buyer Protection Act.

If, after a reasonable number of repair attempts, you believe your new Honda vehicle does not conform to its limited written warranty, you may be entitled to a replacement vehicle of comparable value, with reimbursement of any fees for the transfer of registration or any sales tax incurred as a result of replacement, or, to a refund of the full contract price, including all credits and allowance for any trade-in vehicle (or in the case of a leased vehicle to a refund of all deposits and lease payments made, including all credits and allowances for any trade-in vehicle), and reimbursement of certain incidental, towing and rental costs, upon return of the vehicle, less a reasonable allowance for your use of the

vehicle, under the Indiana Motor Vehicle Protection Act. The Indiana Motor Vehicle Protection Act provides a presumption that a reasonable number of repair attempts have been undertaken to correct a nonconformity if, during the first eighteen (18) months or 18,000 miles of use after original delivery of your vehicle (whichever occurs first), there have been at least four (4) attempts to repair the nonconformity (which substantially impairs the use, market value or safety of your vehicle or renders the vehicle nonconforming to the terms of the applicable written limited warranty) and the nonconformity continues to exist, or, your vehicle has been out of service for repair of any nonconformity (which

substantially impairs the use, market value or safety of your vehicle or renders the vehicle nonconforming to the terms of the applicable written limited warranty) for a cumulative total of at least thirty (30) business days, and the nonconformity continues to exist.

To pursue any rights you may have under the Indiana Motor Vehicle Protection Act, you must first contact American Honda through Automobile Customer Service, in writing, at the address provided below.

In addition, you may address your concerns through BBB AUTO LINE, a program independently administered by the Better

Business Bureau. Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Indiana Motor Vehicle Protection Act may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the Act, you should review the laws in Indiana. Further, you may have other rights and remedies outside of the Indiana Motor Vehicle Protection Act.



THE PURCHASER OR LESSEE OF THIS VEHICLE IS PROTECTED UNDER THE WARRANTY PROVISIONS OF 1991 IOWA ACTS, HOUSE FILE 566, COMMONLY REFERRED TO AS THE "LEMON LAW." IF THIS VEHICLE FAILS TO CONFORM TO THE MANUFACTURER'S EXPRESS WARRANTY DURING THE TERM OF THE WARRANTY, THE FIRST TWO (2) YEARS OF OWNERSHIP, OR THE FIRST 24,000 MILES, WHICHEVER EXPIRES FIRST, AND THE NONCONFORMITY SUBSTANTIALLY IMPAIRS THE VEHICLE, YOU MAY QUALIFY FOR A REFUND OR REPLACEMENT OF THIS VEHICLE. CONTACT THE

MANUFACTURER OF THE VEHICLE IF YOU BELIEVE THE VEHICLE FAILS TO CONFORM TO THE MANUFACTURER'S EXPRESS WARRANTY. FOR FURTHER INFORMATION REGARDING YOUR RIGHTS AND OBLIGATIONS UNDER THE LEMON LAW, CONTACT THE CONSUMER PROTECTION DIVISION OF THE IOWA ATTORNEY GENERAL'S OFFICE AT:

CONSUMER PROTECTION  
DIVISION  
HOOVER STATE OFFICE  
BUILDING  
DES MOINES, IA 50319, OR  
TELEPHONE (515) 281-5926

If you believe you have a claim under the Iowa Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

**IMPORTANT: PRIOR TO FILING A LAWSUIT SEEKING A REMEDY UNDER THE IOWA LEMON LAW, YOU ARE REQUIRED TO FIRST RESORT TO ALTERNATIVE DISPUTE RESOLUTION THROUGH BBB AUTO LINE.**

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor.

However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your

local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Iowa Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Iowa. American Honda also encourages you to contact the Iowa Attorney General's Office for further information. Further, you may have other rights and remedies outside of the Iowa Lemon Law.

If your new motor vehicle does not conform to the limited written warranty and American Honda or its authorized Honda dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of the Kansas Lemon Law to a comparable vehicle or a refund of the full purchase price, less an allowance for use, upon return of your vehicle.

In order to seek remedies under the Kansas Lemon Law, you must first do the following:

- 1) Notify the manufacturer, its agent or its authorized dealer of

the problem with your vehicle in writing (please note that your state may require that notice be sent via certified mail). You may also notify American Honda through Automobile Customer Service at the address provided below; and

- 2) Provide American Honda with an opportunity to repair it.

If you believe that you have a claim under the Kansas Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

**IMPORTANT: IN ORDER TO SEEK A REPLACEMENT OR REPURCHASE UNDER THE KANSAS LEMON LAW, YOU ARE REQUIRED TO PARTICIPATE IN ALTERNATIVE DISPUTE RESOLUTION THROUGH BBB AUTO LINE.**

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

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For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Kansas Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Kansas. Further, you may have other rights and remedies outside of the Kansas Lemon Law.

If your new motor vehicle does not conform to its limited written warranty and either: 1) American Honda or its authorized Honda dealers have not repaired the vehicle after the vehicle has been subject to repair four (4) or more times for the same nonconformity; or 2) the vehicle has been out of service for a cumulative total of thirty (30) or more days during the first twelve (12) months following the date of original delivery of the vehicle to the consumer, or the first 12,000 miles of operation, whichever period comes first, you may be entitled under the Kentucky Lemon Law to a comparable vehicle or a refund of the full purchase price, less an allowance for use, upon return of your vehicle.

In order to seek replacement or repurchase under the Kentucky Lemon Law, you must first do the following:

- 1) Notify American Honda through Automobile Customer Service at the address provided below in writing of the problem with your vehicle; and
- 2) Provide American Honda with an opportunity to repair it.

If you believe you have a claim under the Kentucky Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

**IMPORTANT: IN ORDER TO SEEK A REPLACEMENT OR REPURCHASE UNDER THE KENTUCKY LEMON LAW, YOU ARE REQUIRED TO PARTICIPATE IN ALTERNATIVE DISPUTE RESOLUTION THROUGH BBB AUTO LINE.**

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

You have two (2) years from the date of the original delivery of the new vehicle to you in which to bring an action under Kentucky's Lemon Law.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Kentucky Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Kentucky. Further, you may have other rights and remedies outside of the Kentucky Lemon Law.

## LOUISIANA

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If your new motor vehicle does not conform to its limited written warranty and American Honda or its authorized Honda dealers have not repaired or corrected any defect or condition in the vehicle which significantly impairs its use or market value, after four (4) or more repair attempts for the same nonconformity, or if the vehicle has been out of service for a cumulative total of forty-five (45) calendar days or more during the first year following the date of the original delivery or within the warranty term, whichever is the earlier date, you may be entitled under the provisions of the Louisiana "Lemon Law" to a comparable vehicle or a refund of the full purchase price, less an allowance for use, upon return of your vehicle.

To qualify for a remedy under the Louisiana "Lemon Law," the vehicle must be used for personal, family, or household purposes.

If you believe that you have a claim under the Louisiana "Lemon Law," American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

**IMPORTANT: PRIOR TO FILING A LAWSUIT SEEKING A REMEDY UNDER THE LOUISIANA "LEMON LAW," YOU ARE REQUIRED TO FIRST RESORT TO ALTERNATIVE DISPUTE RESOLUTION THROUGH BBB AUTO LINE.**

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

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Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Louisiana "Lemon Law" may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Louisiana. Further, you may have other rights and remedies outside of the Louisiana "Lemon Law."



## **ATTENTION CONSUMERS**

*If your motor vehicle is seriously defective and cannot be repaired, you may be eligible for Maine State Lemon Law Arbitration and a new motor vehicle or your money back. Please refer to the information below or call the Attorney General's Lemon Law Arbitration Program at (207) 626-8848, or (800) 436-2131 (option 3) or email [lemon.law@maine.gov](mailto:lemon.law@maine.gov).*

If the new motor vehicle you have purchased does not conform to the limited written warranty, you may be entitled under the Maine Lemon Law to a comparable vehicle or a refund of the full purchase price, less an allowance for use, upon return of your vehicle. In order to

be eligible for a replacement or repurchase of the vehicle, you must first report the condition in writing to American Honda through Automobile Customer Service at the address provided below.

If you believe you have a claim under the Maine Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the

decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Maine Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Maine. American Honda also encourages you to contact the Maine Attorney General's Office for further information. Further, you may have other rights and remedies outside of the Maine Lemon Law.

### **MAINE ATTORNEY GENERAL LEMON LAW ARBITRATION IF YOU HAVE A SERIOUS PROBLEM WITH THIS VEHICLE**

The Maine Lemon Law (10 M.R.S.A. §§ 1161-1169) provides free Attorney General arbitration for consumer buyers or lessees whose motor vehicle (including motorcycles and motorized RVs) is seriously defective. Under the Maine Lemon Law, you may have a right to a **refund or a replacement** of the vehicle if the following applies:

1. There is an unrepaid defect or combination of defects which substantially impairs the use, safety, or value of your vehicle; and

2. This unrepaid defect was reported to the dealer or manufacturer:
  - during the manufacturer's express warranty; and
  - within the 3 year period following the delivery date of the vehicle to the original purchaser or lessee; and
  - during the first 18,000 miles of operation; and
3. The defect still exists or has recurred after:
  - 3 or more repair attempts for the same defect; **or**
  - 1 or more repair attempts for the serious failure of either the braking or steering system; **or**

- Being out of service for repairs for a cumulative total of 15 or more business days (for one or more defects);  
**and**
- The manufacturer had been given in writing a 7 day Final Opportunity to Repair.

For this vehicle you should notify the Manufacturer or its authorized dealer in writing of the defects and the right to make a final repair.

Mail to:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746

The Attorney General's state-run arbitration is different from any manufacturer sponsored program to which you may also be entitled. Under the state Lemon Law program, you will receive a free hearing before a neutral state Arbitrator and a decision within 45 days of acceptance of your Lemon Law application. If your vehicle is declared a Lemon, the manufacturer must refund your purchase price or replace the vehicle.

**You must apply for state-run arbitration within 3 years after delivery to the original consumer and within the term of the manufacturer's warranty.**

## THIS SHEET PROVIDES ONLY A SUMMARY OF THE MAINE LEMON LAW

To request arbitration, or to get further information contact:

The Attorney General's  
Lemon Law Arbitration Program  
Consumer Protection Division  
6 State House Station  
Augusta, ME 04333  
**207-626-8848 or  
800-436-2131 (option 3)**  
email: [lemon.law@maine.gov](mailto:lemon.law@maine.gov)  
[www.maine.gov/ag](http://www.maine.gov/ag)

If your new motor vehicle does not conform to its limited written warranty and American Honda or its authorized Honda dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of the Maryland Automobile Warranty Enforcement Law to a comparable vehicle or a refund of the full purchase price, less an allowance for use, upon return of your vehicle.

Your new motor vehicle only qualifies for the Maryland Automobile Warranty Enforcement Law process if the problem you have with it occurs during the first

twenty-four (24) months of ownership or the first 18,000 miles of use, whichever occurs first. Additionally, in order to seek remedies under the Maryland Automobile Warranty Enforcement Law, within the first twenty-four (24) months of ownership or the first 18,000 miles of use for purchased vehicles (fifteen [15] months or the first 15,000 miles of use for leased vehicles) you must also do the following:

- 1) Notify American Honda through Automobile Customer Service in writing at the address provided below, by certified mail, of the problem with your vehicle; and
- 2) Provide American Honda with an opportunity to repair it.

If you believe that you have a claim under the Maryland Automobile Warranty Enforcement Law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a

warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

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1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Maryland Automobile Warranty Enforcement Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under this law, you should review the laws in Maryland. American Honda also encourages you to contact the Maryland Attorney General's Office for further information. Further, you may have other rights and remedies outside of the Maryland Automobile Warranty Enforcement Law.

# **Your Rights Under Maryland's Lemon Law**

## **The Automobile Warranty Enforcement Law**

In Maryland, the Lemon Law protects you from getting "stuck" if the new vehicle you buy turns out to be a problem. When a new car, light-duty truck, motorcycle or multi-purpose vehicle has been "repaired" for the same problem four or more times, or the vehicle has been out of service for at least 30 days for repairs, under the warranty, you are entitled to a new vehicle or a refund for the vehicle you have bought. If the problem involves the steering or braking system, only one attempt to repair it is required.

### **How to Pursue a Claim**

Your owner's manual will have the specifics on how to pursue a claim if your vehicle meets all the requirements of a real lemon. Your new vehicle only qualifies under this process if the problem you have with it occurs during the first 24 months or 18,000 miles for purchased vehicles, 15 months or 15,000 miles for leased vehicles. Before the time or mileage limit is up, you must report the problem in writing to the manufacturer by certified mail. Request a return receipt so you have a record of the notification. After you notify the manufacturer of your problem, you must give them the opportunity to fix it.

### **What Happens Next?**

The manufacturer must fix your vehicle's problem, or replace it. The manufacturer can also refund you the full purchase price for the vehicle, less a reasonable allowance for your use of the vehicle. If you are refunded for your vehicle, the manufacturer must notify you in writing that you are entitled to the recovery of the excise taxes you paid on the vehicle. The Maryland Motor Vehicle Administration will then be able to refund your excise taxes, calculated on the amount of the refund you received.

## The Automobile Warranty Enforcement Law (Continued)

### Need More Information?

The Consumer Protection Division of the Maryland Attorney General's Office can give you more information on the "Lemon Law," and assist you in resolving a "Lemon Law" problem.

- Call Consumer Protection Division Hotline Number:
  - In the Baltimore area:  
410-528-8662 (9 A.M. to 3 P.M., Monday through Friday)
  - In the D.C. Metro Area:  
301-470-7534
  - TDD for hearing impaired persons: 410-576-6372

- Write: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202
- E-mail:  
[consumer@oag.state.md.us](mailto:consumer@oag.state.md.us)
- Visit the Consumer Protection Division's website at:  
[www.oag.state.md.us/consumer/lemon.htm](http://www.oag.state.md.us/consumer/lemon.htm)

# MASSACHUSETTS

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## "LEMON LAW" INFORMATION:

### IF YOU HAVE SERIOUS PROBLEMS WITH THIS VEHICLE

The Massachusetts "Lemon Law," M.G.L. c. 90, Section 7N1/2, provides protection for consumers who have serious problems with their new vehicle.

### UNDER THE LEMON LAW, YOU HAVE A RIGHT TO A REFUND OR REPLACEMENT OF THE VEHICLE IF:

- (a) There is a substantial defect(s), AND
- (b) The defect still exists or has recurred after either:

- 1. three (3) or more repair attempts for the same defect, or
- 2. being out of service by reason of repair for any combination of defects for a cumulative total of fifteen (15) or more business days, within one (1) year or 15,000 miles (whichever comes first) after original delivery, AND

- (c) The manufacturer has been notified of the defect and given one final repair attempt of no more than seven (7) business days.

IF THE MANUFACTURER DOES NOT REFUND OR REPLACE THE VEHICLE, YOU HAVE A

### RIGHT TO HAVE YOUR CASE ARBITRATED BY A STATE CERTIFIED ARBITRATOR.

This state-certified arbitration is different from any manufacturer-sponsored program to which you may also be entitled. Under the state program, you will be sent a decision within forty-five (45) days of when your request for arbitration is accepted.

Under the law, you must request state-certified arbitration within eighteen (18) months of original delivery of the vehicle.

THIS PROVIDES ONLY A SUMMARY OF YOUR RIGHTS.



To request arbitration, or to get further information, contact:

Office of Consumer Affairs and  
Business Regulation  
One Ashburton Place  
Boston, MA 02108  
Lemon Law Information:  
617-727-7780  
888-283-3757

American Honda also offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any

decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Massachusetts "Lemon Law" may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Massachusetts. American Honda also encourages you to contact the Office of Consumer Affairs and Business Regulation for further information. Further, you may have other rights and remedies outside of the Massachusetts "Lemon Law."

**IMPORTANT: IF THIS VEHICLE IS DEFECTIVE YOU MAY BE ENTITLED UNDER STATE LAW TO REPLACEMENT OF IT OR A REFUND OF ITS PURCHASE PRICE OR LEASE PRICE, AS APPLICABLE. TO OBTAIN REPLACEMENT OR A REFUND, YOU MUST FIRST REPORT THE DEFECT IN WRITING TO THE MANUFACTURER AND YOU MAY BE REQUIRED TO FIRST ARBITRATE THE DISPUTE. IN ORDER TO PROTECT YOUR RIGHTS UNDER THIS LAW, YOU SHOULD:**

**1. KEEP COPIES OF ALL CORRESPONDENCE TO AND FROM THE MANUFACTURER AND THE DEALER.**

**2. KEEP COPIES OF ALL WORK ORDERS FOR REPAIRS ON THE VEHICLE INCLUDING THE DATE(S) THE WORK WAS PERFORMED AND THE MILEAGE ON THE VEHICLE AT THE TIME OF REPAIR.**

**3. FOLLOW ALL REQUIREMENTS OF THE WARRANTY, INCLUDING ANY REQUIREMENT THAT THE REPAIRS MUST BE DONE BY AN AUTHORIZED DEALER SPECIFIED BY THE MANUFACTURER. IF YOU HAVE ANY QUESTIONS REGARDING YOUR RIGHTS UNDER THIS LAW, CONSULT AN ATTORNEY OR OTHER QUALIFIED INDIVIDUAL.**

If your new motor vehicle does not conform to its limited written warranty and American Honda or its authorized Honda dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days within the first year of ownership by the original owner, you may be entitled under the provisions of the Michigan Lemon Law to a comparable vehicle or a refund of the full purchase price, less an allowance for use, upon the return of your vehicle.

Please note, in order to seek a remedy under the lemon law, the first repair to the vehicle must occur within the first year of ownership.

In addition, you must first do the following:

1. Notify American Honda through Automobile Customer Service in writing at the address provided below, by return receipt service, of the problem with your vehicle, any time after the third attempt to repair the same condition, or after the vehicle has been out of service for at least twenty-five (25) days during the first year of ownership; and
2. Provide American Honda one more opportunity to repair it.

If you believe that you have a claim under the Michigan Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO

LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at

the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Michigan Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Michigan. Further, you may have other rights and remedies outside of the Michigan Lemon Law.

**IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER THE STATE'S LEMON LAW TO REPLACEMENT OF IT OR A REFUND OF ITS PURCHASE PRICE OR YOUR LEASE PAYMENTS. HOWEVER, TO BE ENTITLED TO REFUND OR REPLACEMENT, YOU MUST FIRST NOTIFY THE MANUFACTURER, ITS AGENT OR AUTHORIZED DEALER OF THE PROBLEM IN WRITING AND GIVE THEM AN OPPORTUNITY TO REPAIR THE VEHICLE. YOU ALSO HAVE A RIGHT TO SUBMIT YOUR CASE TO THE CONSUMER ARBITRATION PROGRAM WHICH THE MANUFACTURER MUST OFFER IN MINNESOTA.**

American Honda offers its customers alternative dispute

resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at

the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Minnesota Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Minnesota. Further, you may have other rights and remedies outside of the Minnesota Lemon Law.

## MISSISSIPPI

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If your new motor vehicle does not conform to the limited written warranty, you may be entitled under state law to a comparable vehicle or a refund of the full purchase price, less an allowance for use, upon return of your vehicle. In order to be eligible for a replacement or repurchase of the new motor vehicle, you must first report the condition in writing to American Honda through Automobile Customer Service at the address provided below.

If you believe that you have a claim under the Mississippi Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

**IMPORTANT: UNDER THE MISSISSIPPI LEMON LAW, YOU MAY BE REQUIRED TO PARTICIPATE IN ALTERNATIVE DISPUTE RESOLUTION THROUGH BBB AUTO LINE BEFORE YOU ARE ENTITLED TO ANY OTHER POTENTIAL REMEDIES.**

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a

warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

If you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

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The Mississippi Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Mississippi. Further, you may have other rights and remedies outside of the Mississippi Lemon Law.

## MISSOURI

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The Missouri New Vehicles Warranty Law is intended to protect buyers of new motor vehicles by enforcing the manufacturer's express warranty. The Missouri New Vehicles Warranty Law applies to all new motor vehicles sold or leased with warranty provisions. However, the laws do not apply to commercial and off-road vehicles, mopeds, motorcycles, and the non-chassis portion of recreational vehicles.

If the new motor vehicle does not conform to all express warranties, the consumer is required to notify the manufacturer in writing of the need to repair the defect. In doing so, the consumer should notify the manufacturer within a reasonable time after the defect is discovered.

A defect may only be reported during the term of the express warranty or within one (1) year after the date of delivery of the motor vehicle to the consumer, whichever expires earlier.

After the consumer has notified the manufacturer, the manufacturer is permitted a reasonable number of attempts to remedy the defect. If the manufacturer cannot repair the motor vehicle to conform to the express warranty, AND if the defect affects the use, value, or safety of the motor vehicle, you MAY be entitled to either replacement of the motor vehicle with a comparable new one or a refund of the purchase price, less a reasonable allowance for the consumer's use of the motor vehicle.

When a consumer notifies the manufacturer that the motor vehicle has not conformed to the express warranty after a proper demand and attempt to repair, then a complaint should be submitted to the manufacturer's informal dispute settlement procedure. If the consumer is dissatisfied with the results reached in the informal dispute settlement procedure, the consumer has the option to enforce his or her rights in a court of law under the Missouri New Vehicles Warranty Law.

American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Missouri New Vehicles Warranty Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Missouri. Further, you may have other rights and remedies outside of the Missouri New Vehicles Warranty Law.



## MONTANA

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If your new motor vehicle does not conform to its limited written warranty and American Honda or its authorized Honda dealers have not repaired the same nonconformity after four (4) or more repair attempts or the vehicle has been out of service because of a nonconformity for thirty (30) or more business days during the warranty period, you may be entitled under the Montana Lemon Law to a new motor vehicle of the same model and style and of equal value or a refund of the full purchase price, less a reasonable allowance for use, upon return of your vehicle.

In order to seek remedies under the Montana Lemon Law, you must first notify American Honda through Automobile Customer

Service in writing at the address provided below, by certified mail, of the problem with your vehicle.

If you believe you have a claim under the Montana Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

**IMPORTANT: IN ORDER TO SEEK A REPLACEMENT OR REPURCHASE UNDER THE MONTANA LEMON LAW, YOU ARE REQUIRED TO PARTICIPATE IN ALTERNATIVE DISPUTE RESOLUTION THROUGH BBB AUTO LINE.**

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

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Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Montana Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Montana. Further, you may have other rights and remedies outside of the Montana Lemon Law.

If your new motor vehicle does not conform to its limited written warranty and American Honda or its authorized Honda dealers have not repaired the same nonconformity after four (4) or more repair attempts or the vehicle has been out of service by reason of repair for a cumulative total of forty (40) or more days, you may be entitled under the Nebraska Lemon Law to a comparable vehicle or a refund of the full purchase price, less a reasonable allowance for use, upon return of your vehicle.

In order to seek remedies under the Nebraska Lemon Law, you must first do the following:

1. Notify American Honda through Automobile Customer Service in writing at the address provided below, by certified mail, of the problem with your vehicle; and
2. Provide American Honda with an opportunity to repair it.

If you believe you have a claim under the Nebraska Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is

bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

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Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Nebraska Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Nebraska. Further, you may have other rights and remedies outside of the Nebraska Lemon Law.

## NEVADA

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If American Honda or its authorized Honda dealers are unable to conform the motor vehicle to the limited written warranty by repairing or correcting any defect or condition which substantially impairs the use and value of the motor vehicle to you after a reasonable number of attempts, you may be entitled to a comparable vehicle or a refund of the full purchase price, less an allowance for use, upon return of your vehicle under the provisions of the Nevada "Lemon Law." (N.R.S. § 597.630)

If you believe you have a claim under the Nevada "Lemon Law," American Honda offers its customers alternative dispute resolution through BBB AUTO

LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

**IMPORTANT: PRIOR TO FILING A LAWSUIT SEEKING A REMEDY UNDER THE NEVADA "LEMON LAW," YOU ARE REQUIRED TO FIRST RESORT TO ALTERNATIVE DISPUTE RESOLUTION THROUGH BBB AUTO LINE. (N.R.S. § 597.620)**

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the

decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

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American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Nevada "Lemon Law" may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Nevada. Further, you may have other rights and remedies outside of the Nevada "Lemon Law."

## NEW HAMPSHIRE

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If your new motor vehicle does not conform to its limited written warranty and American Honda or its authorized Honda dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the New Hampshire "Lemon Law" to a comparable vehicle or a refund of the full purchase price, less an allowance for use, upon return of your vehicle.

In order to seek remedies under the New Hampshire "Lemon Law," you must first do the following:

- 1) Notify American Honda through Automobile Customer Service in writing at the address provided below of the problem with your

vehicle and your intention to pursue arbitration provided by American Honda or the State of New Hampshire; and

- 2) Provide American Honda with an opportunity to repair the vehicle prior to the arbitration.

If you believe that you have a claim under the New Hampshire "Lemon Law," the State of New Hampshire provides consumers with the New Hampshire Motor Vehicle Arbitration Program.

American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The New Hampshire "Lemon Law" may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in New Hampshire. Further, you may have other rights and remedies outside of the New Hampshire "Lemon Law."

**MANUFACTURERS ARE  
REQUIRED TO SUPPLY THIS  
NOTICE WITH DELIVERY OF  
A NEW MOTOR VEHICLE  
SOLD WITHIN THE STATE OF  
NEW HAMPSHIRE – RSA 357-D**

**STATE OF NEW HAMPSHIRE  
MOTOR VEHICLE  
ARBITRATION BOARD**

The New Hampshire New Motor Vehicle Arbitration Law, RSA 357-D, applies to new motor vehicles sold or leased (for two or more years) in the State of New Hampshire. A new motor vehicle is defined as a passenger vehicle or truck with a gross vehicle weight not exceeding 11,000 pounds, motorcycle or off-highway recreational vehicle as defined in RSA 215-A:1, VI.

If, during the express warranty period, you discover a defect which substantially impairs the use, market value or safety of this vehicle, and it has not been successfully repaired after three (3) repair attempts by the manufacturer, its agent or an authorized dealer, or it has been out of service by reason of repair of one or more nonconformities, defects or conditions which still exist for a cumulative total of thirty (30) business days, you may be entitled to apply for a comparable replacement or refund of purchase price plus incidental damages, less a reasonable allowance for use.

In order for a repair attempt to qualify, you must obtain a written repair order. Neither the manufacturer nor any agent of the



manufacturer (including the dealership service) may refuse to provide you with a written repair order at your request.

The vehicle is deemed to be out of service if it is in for repair for a majority of the day.

You cannot use the New Motor Vehicle Arbitration Law if you elect to use the manufacturer's dispute settlement mechanism.

You may not use the New Motor Vehicle Arbitration Law if you have stopped making payments on any lease or financing agreement because of the vehicle's condition.

The New Hampshire Motor Vehicle Arbitration Program includes other eligibility requirements which you must meet to qualify.

Forms for electing to proceed before the New Hampshire Motor Vehicle Arbitration Board should be included with your new vehicle on delivery.

For information as to your rights under the New Motor Vehicle Arbitration Law or for additional forms, contact:

New Hampshire Motor Vehicle  
Arbitration Board  
23 Hazen Drive  
Concord, NH 03305  
Telephone: 603-271-6383  
e-mail: [lemonlaw@nh.gov](mailto:lemonlaw@nh.gov)  
or your authorized Honda dealer.

# DEMAND FOR ARBITRATION – Pursuant to N.H. RSA 357-D

New Hampshire  
New Motor Vehicle  
Arbitration Board

**IMPORTANT – See Instructions**

**PLEASE PRINT LEGIBLY IN BLACK INK**

BOARD USE ONLY	
DATE REC'D:	
FILING FEES – DATES REC'D	
CONSUMER	MANUFACTURER

SECTION 1

CONSUMER – NAME		MANUFACTURER – NAME	
MAILING ADDRESS		ZONE OFFICE OR MAILING ADDRESS	
CITY or TOWN	STATE	ZIP CODE	CITY or TOWN
TELEPHONE NUMBER	E-MAIL	DEALERSHIP NAME	
HOME	WORK		

## VEHICLE DESCRIPTION AND INFORMATION

SECTION 2

MAKE	MODEL	YEAR	IDENTIFICATION (SERIAL) NUMBER
PURCHASE (OR LEASE) PRICE	PURCHASE (OR LEASE) DATE	LIENHOLDER OR LESSOR NAME	
ODOMETER READING AT 1st REPAIR FOR WARRANTED DEFECT		GROSS VEHICLE WEIGHT	EXPRESS WARRANTY
			MONTHS MILES

SECTION 3

I hereby demand a hearing and a <input type="checkbox"/> Refund or <input type="checkbox"/> Replacement Vehicle (choose one remedy only) because I assert the vehicle does not conform to the manufacturer's express warranty. It has the following defects:

# DEMAND FOR ARBITRATION – Pursuant to N.H. RSA 357-D (Continued)

SECTION 4

- ☐ The dealer has attempted to repair the defects at least three times on:

1st \_\_\_\_\_  
MONTH / DAY / YEAR

2nd \_\_\_\_\_  
MONTH / DAY / YEAR

3rd \_\_\_\_\_  
MONTH / DAY / YEAR

(Attach copies of all repair orders for the warranted defects).

MARK  
EACH  
SECTION  
THAT  
APPLIES

- ☐ The vehicle has been out of service for repair of the warranted defects for a total of 30 or more business days. (Attach copies of all repair orders for the warranted defects.)

SECTION 5

The defects substantially impair the vehicle's ☐ Use, ☐ Market Value, ☐ Safety (check all that apply) because: (Explain)

SECTION 6

I further request manufacturer and/or dealer furnish legible copies of the following documents to me and the Board upon receipt of this Demand For Arbitration:

I certify I have mailed a copy of this Demand to the manufacturer on (date) \_\_\_\_\_ and in doing so hereby elect to proceed under the New Hampshire New Motor Vehicle Arbitration Act (RSA 357-D) instead of the manufacturer's dispute settlement mechanism.

SIGNATURE OF CONSUMER

DATE

**ATTENTION MANUFACTURER:** The manufacturer's response shall be filed with the Board and the consumer no later than five (5) working days prior to hearing.

# DEMAND FOR ARBITRATION – INSTRUCTIONS

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## Section 1

Enter your name, mailing address and home/work telephone number(s) and e-mail address. Enter the manufacturer's name and zone office mailing address. The zone office address is available from the New Motor Vehicle Arbitration Board at 603-271-6383.

## Section 2

The gross vehicle weight (GVW) is usually noted on a label affixed to the driver's inner door.

## Section 3

Choose only one remedy (refund OR replacement vehicle) and describe the defects. (You must have had at least 3 repair attempts, under the manufacturer's factory warranty, for the same defect(s)

and the condition(s) still exists; OR a cumulative total of 30 or more business days out of service for factory warranted repairs. Repairs performed under service contracts do not qualify.)

## Section 4

Mark each section that applies and complete the information required. Be sure to attach the documentation noted in E (see next page).

## Section 5

Check all that apply and provide reasons.

## Section 6

Enter the names of the documents you wish the manufacturer and/or dealer to submit to you and the Board. (Examples of information

you are entitled to request include but are not limited to the following: all write-up sheets, drop-off envelopes, invoices, repair orders (fronts and backs), technicians notes, manufacturer's technical service bulletins (TSBs), special service messages (SSMs), technical hotline worksheets, reports, recall campaign notices and similar documents.)

## DEMAND FOR ARBITRATION – IMPORTANT

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- A. The **ORIGINAL, together with documentation noted in E below**, is to be mailed to the **New Motor Vehicle Arbitration Board, 23 Hazen Drive, Concord, NH 03305**.
- B. Mail a **SECOND** copy, **together with documentation noted in E below**, to the manufacturer's zone office. Although not required, service by Certified Mail Return Receipt Requested will provide you with proof that the manufacturer received the Demand.
- C. Retain a **THIRD** copy of this form, together with your original documentation, for your records.
- D. Enclose your check or money order made payable to: "State of New Hampshire DMV" in the amount of \$50.
- E. To ensure that the New Motor Vehicle Arbitration Board and the manufacturer's zone office have a full record of your claim, be sure you have submitted:
- Legible photocopies of the Demand for Arbitration,
  - Copy of Summary of Repair History,
  - Copy of your purchase invoice (or lease agreement if you leased the vehicle),
  - Copy of retail installment contract,
  - Copy of the manufacturer's express warranty,
  - Copy of your vehicle's registration(s),
  - Proof of current insurance, and
  - All work orders, repair orders, receipts or reports on work performed on your vehicle by an authorized dealer on the warranted defect, and any other documents that you will be submitting to support your claim.
- F. Call the New Hampshire New Motor Vehicle Arbitration Board at 603-271-6383 if you need further assistance.

## NEW JERSEY

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As of August 2, 2010, New Jersey Administrative Code 13:45A-26.3(a) requires the following notice to be provided to the consumer who purchased or leased a new vehicle advising of rights and remedies under New Jersey's Lemon Law:

**IMPORTANT: IF THIS VEHICLE HAS A DEFECT THAT SUBSTANTIALLY IMPAIRS ITS USE, VALUE OR SAFETY OR THAT IS LIKELY TO CAUSE DEATH OR SERIOUS BODILY INJURY IF DRIVEN, AND WAS PURCHASED, LEASED OR REGISTERED IN NEW JERSEY, YOU MAY BE ENTITLED UNDER NEW JERSEY'S LEMON LAW TO A REFUND**

### OF THE PURCHASE PRICE OR YOUR LEASE PAYMENTS.

Here is a summary of your rights:

1. To qualify for relief under the New Jersey Lemon Law, you must give the manufacturer or its dealer the opportunity to repair or correct the defect in the vehicle within the Lemon Law's term of protection, which is the first 24,000 miles of operation or two years after the vehicle's original date of delivery, whichever is earlier.
2. If the manufacturer or its dealer is unable to repair or correct a defect within a reasonable time, you may be entitled to return the
3. It is presumed that the manufacturer or its dealer is unable to repair or correct the defect if substantially the same defect continues to exist after the manufacturer has received written notice of the defect by certified mail, return receipt requested, and has had a final opportunity to correct the defect or condition within 10 calendar days after receipt of the notice. This notice must be received by the manufacturer within the term of protection and may be given only after (i) the manufacturer or its dealer has had two or more attempts to

vehicle and receive a full refund, minus a reasonable allowance for vehicle use.

correct the defect; (ii) the manufacturer or its dealer has had at least one attempt to correct the defect if the defect is one that is likely to cause death or serious bodily injury if the vehicle is driven; or (iii) the vehicle has been out of service for repair for a cumulative total of 20 or more calendar days, or in the case of a motor home, 45 or more days.

4. If substantially the same defect continues to exist after the manufacturer has had the final opportunity to repair or correct the defect, you may file an application for relief under New Jersey's Lemon Law.

FOR COMPLETE INFORMATION REGARDING YOUR RIGHTS AND REMEDIES UNDER THE RELEVANT LAW, INCLUDING THE MANUFACTURER'S ADDRESS TO GIVE NOTICE OF THE DEFECT, CONTACT THE NEW JERSEY DEPARTMENT OF LAW AND PUBLIC SAFETY, DIVISION OF CONSUMER AFFAIRS, LEMON LAW UNIT, AT POST OFFICE BOX 45026, NEWARK, NEW JERSEY 07101, TEL. NO. (973) 504-6226.

This notice (written in English and Spanish) is provided to you by your dealer at the time of purchase. If you wish to request an additional copy of the notice detailing your rights under the New Jersey Lemon

Law, please contact your authorized Honda dealer or American Honda through Automobile Customer Service at 800-999-1009.

If you believe that you have a claim under the New Jersey Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes

the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The New Jersey Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in New Jersey. American Honda also encourages you to contact the New Jersey Department of Law and Public Safety, Division of Consumer Affairs, Lemon Law Unit, for further information. Further, you may have other rights and remedies outside of the New Jersey Lemon Law.



If, during the term of the warranty or one (1) year following the date of original delivery to a consumer, whichever is earlier, there have been four (4) or more unsuccessful attempts to repair the same substantial nonconformity, or the vehicle has been out of service for repairs for a total of thirty (30) or more business days during such warranty term or one (1) year period, whichever is earlier, you may be entitled to certain remedies under the New Mexico "Lemon Law." These remedies may include the replacement of your vehicle with a comparable vehicle or a refund of the full purchase price, including all collateral charges, less an allowance for use, in either situation, all as defined in the "Lemon Law," upon return of your vehicle.

In order to be entitled to invoke the remedies under the New Mexico "Lemon Law," you must first do the following:

- 1) Notify American Honda through Automobile Customer Service in writing at the address provided below of the problem with your vehicle; and
- 2) Provide American Honda with an opportunity to repair it.

If you believe that you have a claim under the New Mexico "Lemon Law," American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

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Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The New Mexico "Lemon Law" has other provisions, requirements and limitations. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in New Mexico. Further, you may have other rights and remedies outside of the New Mexico "Lemon Law."

If your new motor vehicle does not conform to its limited written warranty and American Honda or its authorized Honda dealers have not repaired the vehicle after a reasonable number of repair attempts (four (4) or more) or the vehicle has been out of service for thirty (30) or more days, you may be entitled under the New York Lemon Law to a comparable vehicle or a refund of the full purchase price, less an allowance for use, upon return of your vehicle.

If you believe that you have a claim under the New York Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business

Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at

the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The New York Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in New York. Further, you may have other rights and remedies outside of the New York Lemon Law.

## **NEW YORK NEW CAR LEMON LAW BILL OF RIGHTS**

- (1) IN ADDITION TO ANY WARRANTIES OFFERED BY THE MANUFACTURER, YOUR NEW CAR, IF PURCHASED AND REGISTERED IN NEW YORK STATE, IS WARRANTED AGAINST ALL MATERIAL DEFECTS FOR EIGHTEEN THOUSAND MILES OR TWO YEARS, WHICHEVER COMES FIRST.**
- (2) YOU MUST REPORT ANY PROBLEMS TO THE MANUFACTURER, ITS AGENT, OR AUTHORIZED DEALER.**

- (3) UPON NOTIFICATION, THE PROBLEM MUST BE CORRECTED FREE OF CHARGE.**
- (4) IF THE SAME PROBLEM CANNOT BE REPAIRED AFTER FOUR OR MORE ATTEMPTS; OR IF YOUR CAR IS OUT OF SERVICE TO REPAIR A PROBLEM FOR A TOTAL OF THIRTY DAYS DURING THE WARRANTY PERIOD; OR IF THE MANUFACTURER OR ITS AGENT REFUSES TO REPAIR A SUBSTANTIAL DEFECT OR CONDITION WITHIN TWENTY DAYS OF RECEIPT OF NOTICE**

**SENT BY YOU TO THE MANUFACTURER BY CERTIFIED MAIL, RETURN RECEIPT REQUESTED; THEN YOU MAY BE ENTITLED TO EITHER A COMPARABLE CAR OR A REFUND OF YOUR PURCHASE PRICE, PLUS LICENSE AND REGISTRATION FEES, MINUS A MILEAGE ALLOWANCE ONLY IF THE VEHICLE HAS BEEN DRIVEN MORE THAN 12,000 MILES. SPECIAL NOTIFICATION REQUIREMENTS MAY APPLY TO MOTOR HOMES.**

## **NEW YORK NEW CAR LEMON LAW BILL OF RIGHTS (Continued)**

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| <p>(5) A MANUFACTURER MAY DENY LIABILITY IF THE PROBLEM IS CAUSED BY ABUSE, NEGLECT, OR UNAUTHORIZED MODIFICATION OF THE CAR.</p>                                   | <p>MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE CAR OR REFUND YOUR PURCHASE PRICE UNTIL YOU FIRST RESORT TO THE PROCEDURE.</p>                                     | <p>(10) AS AN ALTERNATIVE TO THE ARBITRATION PROCEDURE MADE AVAILABLE THROUGH THE MANUFACTURER, YOU MAY INSTEAD CHOOSE TO SUBMIT YOUR CLAIM TO AN INDEPENDENT ARBITRATOR, APPROVED BY THE ATTORNEY GENERAL. YOU MAY HAVE TO PAY A FEE FOR SUCH AN ARBITRATION. CONTACT YOUR LOCAL CONSUMER OFFICE OR ATTORNEY GENERAL'S OFFICE TO FIND OUT HOW TO ARRANGE FOR INDEPENDENT ARBITRATION.</p> |
| <p>(6) A MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE CAR OR REFUND YOUR PURCHASE PRICE IF THE PROBLEM DOES NOT SUBSTANTIALLY IMPAIR THE VALUE OF YOUR CAR.</p> | <p>(8) IF THE MANUFACTURER DOES NOT HAVE AN ARBITRATION PROCEDURE, YOU MAY RESORT TO ANY REMEDY BY LAW AND MAY BE ENTITLED TO YOUR ATTORNEY'S FEES IF YOU PREVAIL.</p> |  |
| <p>(7) IF A MANUFACTURER HAS ESTABLISHED AN ARBITRATION PROCEDURE, THE</p>  | <p>(9) NO CONTRACT OR AGREEMENT CAN VOID ANY OF THESE RIGHTS.</p>  |  |

## NORTH CAROLINA

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Under the North Carolina New Motor Vehicles Warranties Act (the "Act" or "Lemon Law"), you may be entitled to a comparable vehicle or a refund of the full purchase price, less an allowance for use, upon return of your vehicle, if, after a reasonable number of attempts, the manufacturer is unable to conform the vehicle to the express warranty by repairing or correcting, or arranging for the repair or correction of, any defect or condition which substantially impairs the value of the vehicle, and which occurred no later than twenty-four (24) months or 24,000 miles following original delivery of the vehicle. It is presumed that a reasonable number of attempts have been undertaken to conform a motor vehicle to the applicable express warranty if:

1. The same defect or nonconformity has been presented for repair to the manufacturer, its agent, or its authorized dealer four (4) or more times but the same defect or nonconformity continues to exist; or
2. The vehicle was out of service to the consumer during or while awaiting repair of the defect or nonconformity for a cumulative total of twenty (20) or more business days during any 12-month period of the warranty.

However, in order to be entitled to the presumption that a reasonable number of repair attempts have been undertaken, you must first do the following:

1. **NOTIFY AMERICAN HONDA DIRECTLY IN WRITING OF THE EXISTENCE OF THE DEFECT OR NONCONFORMITY. SUCH NOTICE SHOULD BE SENT TO:**

**AMERICAN HONDA  
MOTOR CO., INC.  
AUTOMOBILE CUSTOMER  
SERVICE  
1919 TORRANCE BLVD.  
MAIL STOP 500-2N-7A  
TORRANCE, CA  
90501-2746; AND**

2. **ALLOW AMERICAN HONDA A REASONABLE PERIOD, NOT TO EXCEED FIFTEEN (15) CALENDAR DAYS, IN WHICH TO CORRECT THE DEFECT OR NONCONFORMITY.**

If you believe that you have a claim under the Act, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

**IMPORTANT: PRIOR TO FILING A LAWSUIT SEEKING A REMEDY UNDER THE NORTH CAROLINA LEMON LAW, YOU ARE REQUIRED TO FIRST RESORT TO ALTERNATIVE DISPUTE RESOLUTION THROUGH BBB AUTO LINE.**

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE,

unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The North Carolina Lemon Law may have additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in North Carolina. Further, you may have rights and remedies outside of the North Carolina Lemon Law.

## NORTH DAKOTA

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If your new motor vehicle does not conform to its limited written warranty and American Honda or its authorized Honda dealers have not repaired any defect or condition that substantially impairs the use and market value of the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the North Dakota Lemon Law to a comparable vehicle or a refund of the full purchase price, less an allowance for use, upon return of your vehicle.

In order to seek remedies under the North Dakota Lemon Law, you must first do the following:

- 1) Notify American Honda through Automobile Customer Service at the address or toll-free number provided below; and
- 2) Provide American Honda with an opportunity to repair it.

If you believe that you have a claim under the North Dakota Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor.

However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local



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authorized Honda dealer, please  
contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop: 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The North Dakota Lemon Law  
may have many additional  
provisions and requirements. If you  
feel your Honda qualifies for  
consideration under the lemon law,  
you should review the laws in  
North Dakota. Further, you may  
have other rights and remedies  
outside of the North Dakota  
Lemon Law.

**IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER STATE LAW TO A REPLACEMENT OR TO COMPENSATION.**

If, during the period of one (1) year following the date of original delivery of this vehicle or during the first 18,000 miles of its operation, whichever is earlier, this vehicle does not conform to its limited written warranty, you must report the nonconformity to American Honda or an authorized Honda dealer and provide it with a reasonable number of attempts to repair the nonconformity.

A nonconformity is a defect or condition that substantially impairs the use, value or safety of the vehicle and does not conform to the express warranty of the manufacturer or distributor. If American Honda or its authorized Honda dealers are unable to conform the vehicle to its limited written warranty by repairing or correcting any nonconformity after a reasonable number of repair attempts, you may be entitled under the provisions of the Ohio Lemon Law to a replacement or repurchase of the vehicle.

If you believe you have a claim under the Ohio Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO

LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through

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Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Ohio Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Ohio. Further, you may have other rights and remedies outside of the Ohio Lemon Law.

If your new motor vehicle does not conform to the limited written warranty and American Honda or its authorized Honda dealers have not repaired the vehicle after four (4) repair attempts and the same nonconformity continues to exist, or the vehicle has been out of service for thirty (30) business days, you may be entitled under the Oklahoma Lemon Law to a comparable model vehicle or a refund of the full purchase price, less an allowance for use, upon return of your vehicle if the nonconformity substantially impairs the use and value of the vehicle.

In order to seek remedies under the Oklahoma Lemon Law, the first alleged nonconformity must

manifest itself within the express warranty term or the first twelve (12) months of ownership, whichever is the earlier date.

In addition, under the Oklahoma Lemon Law, you must notify American Honda through Automobile Customer Service directly in writing at the address provided below of the problem with your vehicle during the term of the express warranty or the first twelve (12) months of ownership, whichever is the earlier date.

If you believe that you have a claim under the Oklahoma Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently

administered by the Better Business Bureau, to equitably resolve your concerns.

**IMPORTANT: PRIOR TO FILING A LAWSUIT SEEKING A REMEDY UNDER THE OKLAHOMA LEMON LAW, YOU ARE REQUIRED TO FIRST RESORT TO ALTERNATIVE DISPUTE RESOLUTION THROUGH BBB AUTO LINE.**

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program is very

helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Oklahoma Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Oklahoma. American Honda also encourages you to contact the Oklahoma Attorney General's Consumer Protection Unit for further information. Further, you may have other rights and remedies outside of the Oklahoma Lemon Law.

The purchaser or lessee of this vehicle is protected under Oregon Revised Statutes Chapter 646A, sections 400-418, commonly referred to as the "Lemon Law."

If this vehicle fails to conform to the manufacturer's express warranty and the manufacturer, its agents, or authorized Honda dealer are unable, after a reasonable number of attempts, to conform the vehicle to the manufacturer's express warranty, you may qualify for a refund (less reasonable allowance for use) or replacement under the Oregon Lemon Law. To qualify for a remedy, the nonconformity must substantially impair the use, market value or safety of the motor vehicle. It is presumed that a manufacturer, its

agents, or authorized dealer have had a reasonable number of attempts to repair the nonconformity if they are unable to repair the same defect during the first two (2) years after delivery to the consumer, or the first 24,000 miles, whichever expires first, after three (3) or more attempts or if the vehicle is out of service due to the defect for thirty (30) or more business days, and the nonconformity continues to exist.

In addition, in order to seek remedies under the Oregon Lemon Law, you must first do the following:

- 1) Notify American Honda through Automobile Customer Service in writing at the address

provided below of the problem with your vehicle; and

- 2) Provide American Honda with an opportunity to repair it.

For further information regarding your rights and obligations under the Oregon Lemon Law, you may contact the Oregon Attorney General's consumer hotline at the following numbers: 503-378-4320 (Salem area); 503-229-5576 (toll-free from Portland area); 877-877-9392 (toll-free elsewhere in Oregon).

If you believe you have a claim under the Oregon Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO

LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

**IMPORTANT: PRIOR TO  
FILING A LAWSUIT SEEKING  
A REMEDY UNDER THE  
OREGON LEMON LAW, YOU  
ARE REQUIRED TO FIRST  
RESORT TO ALTERNATIVE  
DISPUTE RESOLUTION  
THROUGH BBB AUTO LINE.**

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes

the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

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Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Oregon Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Oregon. Further, you may have other rights and remedies outside of the Oregon Lemon Law.

If the new motor vehicle you have purchased or leased for personal or family use, and which you registered in the Commonwealth of Pennsylvania, does not conform to the manufacturer's express warranty, the Pennsylvania Automobile Lemon Law provides that the manufacturer may have to replace it or pay you a refund, at your option.

If you discover a defect that substantially impairs the use, value or safety of this vehicle, contact the manufacturer or its authorized Honda dealer immediately.

The Pennsylvania Automobile Lemon Law only covers defects which occur within one (1) year after delivery, 12,000 miles of use, or the term of the express warranty, whichever comes first.

The Pennsylvania Automobile Lemon Law states that it is reasonable for the dealer, manufacturer or its agent to make up to three (3) separate attempts to correct the same defect.

After three (3) unsuccessful repair attempts, or after a total of thirty (30) days in which the vehicle is out of service for repair, you may be entitled to a comparable replacement vehicle or a refund of the purchase price, less an allowance for your actual use.

If a dispute arises concerning a defect, you may be required to first resort to the informal dispute settlement procedure established by the manufacturer to assert your lemon law rights.

The manufacturer or dealer must provide you with an itemized statement of all repair work performed when your vehicle is returned from service. Keep those records for future reference.

For more information, contact:

Office of the Attorney General  
Bureau of Consumer Protection  
Strawberry Square, 14th Floor  
Harrisburg, PA 17120  
800-441-2555

[www.attorneygeneral.gov/  
consumers.aspx](http://www.attorneygeneral.gov/consumers.aspx)

If you believe that you have a claim under the Pennsylvania Automobile Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program



independently administered by the Better Business Bureau, to equitably resolve your concerns.

**IMPORTANT: UNDER THE PENNSYLVANIA AUTOMOBILE LEMON LAW, YOU MAY BE REQUIRED TO FIRST RESORT TO ALTERNATIVE DISPUTE RESOLUTION THROUGH BBB AUTO LINE BEFORE YOU ARE ENTITLED TO ANY OTHER POTENTIAL REMEDIES.**

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes

the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Pennsylvania Automobile Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Pennsylvania. Further, you may have other rights and remedies outside of the Pennsylvania Automobile Lemon Law.

### **"LEMON LAW" INFORMATION**

**IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER RHODE ISLAND LAW TO A REFUND OF THE PURCHASE PRICE OR YOUR LEASE PAYMENTS. FOR COMPLETE INFORMATION REGARDING YOUR RIGHTS AND REMEDIES, CONTACT THE RHODE ISLAND MOTOR VEHICLE ARBITRATION BOARD AT (401) 274-4400.**

If you believe that you have a claim under the Rhode Island "Lemon Law," American Honda offers its customers alternative dispute resolution through BBB AUTO

LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

If you purchased your vehicle on or after January 1, 1991, you may use either BBB AUTO LINE or the arbitration procedure established by Rhode Island's Consumer Council prior to initiating court action.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and

encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

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American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Rhode Island "Lemon Law" may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Rhode Island. Further, you may have other rights and remedies outside of the Rhode Island "Lemon Law."

## SOUTH CAROLINA

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If your new motor vehicle does not conform to its limited written warranty and American Honda or its authorized Honda dealers have not repaired the vehicle after three (3) repair attempts and the same nonconformity continues to exist, or the vehicle has been out of service for thirty (30) calendar days, you may be entitled under the South Carolina Lemon Law to a comparable vehicle or a refund of the full purchase price, less an allowance for use, upon return of your vehicle if the nonconformity substantially impairs the use, value, or safety of the vehicle.

In order to seek remedies under the South Carolina Lemon Law, the first alleged nonconformity must manifest itself within the first

twelve (12) months of ownership or the first 12,000 miles of use, whichever occurs first. Additionally, you must notify American Honda of the defect during the term of the express warranty.

In addition, under the lemon law you must first do the following:

- 1) Notify American Honda through Automobile Customer Service in writing (via registered, certified, or express mail), at the address provided below of the problem with your vehicle; and
- 2) Provide American Honda with a final opportunity to repair the vehicle.

If you believe that you have a claim under the South Carolina Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

**IMPORTANT: PRIOR TO FILING A LAWSUIT SEEKING A REMEDY UNDER THE SOUTH CAROLINA LEMON LAW, YOU ARE REQUIRED TO FIRST RESORT TO ALTERNATIVE DISPUTE RESOLUTION THROUGH BBB AUTO LINE.**

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
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Torrance, CA 90501-2746  
800-999-1009

The South Carolina Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in South Carolina. American Honda also encourages you to contact the South Carolina Department of

Consumer Affairs for further information. Further, you may have other rights and remedies outside of the South Carolina Lemon Law.

If your new motor vehicle does not conform to its limited written warranty and American Honda or its authorized Honda dealers have not repaired the vehicle after the vehicle has been subject to repair three (3) or more times for the same nonconformity, or the vehicle has been out of service because of repair for a cumulative total of thirty (30) or more days during the term of applicable express warranties, or within the period of one (1) year following the date of delivery to you, whichever comes first, you may be entitled under the provisions of the Tennessee "Lemon Law" to a comparable vehicle or a refund of the full purchase price, less an allowance for use, upon return of your vehicle.

In order to seek replacement or refund remedies under the Tennessee "Lemon Law," you must do the following:

- 1) Notify American Honda through Automobile Customer Service in writing at the address provided below, by certified mail, of the problem with your vehicle;
- 2) Provide American Honda with an opportunity to repair it;
- 3) Participate in an alternative dispute resolution program offered by American Honda through BBB AUTO LINE; and
- 4) Commence an action within six (6) months following the later of:

- (a) Expiration of the express warranty period; or
- (b) One (1) year following the date of original delivery of the motor vehicle to you.

But, the limitations period is tolled during the alternative dispute resolution procedure, beginning on the date when you submit a dispute to the alternative dispute resolution procedure, and ending on the date of its decision or the date before which the manufacturer, its agent or its authorized dealer is required by the decision to fulfill its terms, whichever comes later.

American Honda offers its customers alternative dispute resolution through BBB AUTO

LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

**IMPORTANT: IN ORDER TO SEEK A REPLACEMENT OR REPURCHASE UNDER THE TENNESSEE "LEMON LAW," YOU ARE REQUIRED TO PARTICIPATE IN ALTERNATIVE DISPUTE RESOLUTION THROUGH BBB AUTO LINE.**

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes

the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Tennessee "Lemon Law" may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Tennessee. Further, you may have other rights and remedies outside of the Tennessee "Lemon Law."

If your new motor vehicle does not conform to its applicable warranties, and a reasonable number of repair attempts have been made or the vehicle has been out of service for a specified number of days, the Texas Lemon Law may entitle you to certain remedies. These remedies might include a replacement vehicle or a refund of the purchase price (less an allowance for your use of the vehicle) as well as other allowances or refunds upon return of your vehicle.

If you believe you have a claim under the Texas Lemon Law, you may resort to the Texas Motor Vehicle Board's Resolution Process. Some of the rights available to consumers under the Texas Lemon Law are outlined at

the Texas Department of Motor Vehicles website:  
[www.txdmv.gov/index.htm](http://www.txdmv.gov/index.htm).

You may also call the Texas Department of Motor Vehicles to request a copy of the Lemon Law at 800-622-8682, toll free.

American Honda also offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the

decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:



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American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Texas Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the aforementioned Department of Motor Vehicles website as well as Texas Occupations Code Chapter 2301, Subchapter M. Further, you may have other rights and remedies outside of the Texas Lemon Law.

If your new motor vehicle does not conform to its limited written warranty and American Honda or its authorized Honda dealers have not repaired the vehicle after a reasonable number of repair attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the Utah Lemon Law to a comparable vehicle or a refund of the full purchase price, less an allowance for use, upon return of your vehicle.

For further information regarding your rights under the Utah Lemon Law, you may contact:

Utah Division of Consumer  
Protection

160 East 300 South

Salt Lake City, Utah 84111

801-530-6601

800-721-SAFE

Fax 801-530-6001

[www.consumerprotection.utah.gov](http://www.consumerprotection.utah.gov)

If you believe that you have a claim under the Utah Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

**IMPORTANT: PRIOR TO FILING A LAWSUIT SEEKING A REMEDY UNDER THE UTAH LEMON LAW, A CLAIM MUST FIRST BE INVESTIGATED AND EVALUATED BY THE DIVISION OF CONSUMER PROTECTION. YOU ARE ALSO REQUIRED TO PARTICIPATE IN ALTERNATIVE DISPUTE RESOLUTION THROUGH BBB AUTO LINE. (UTAH CODE ANN. §§ 13-20-6(1) AND 13-20-7)**

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE,

unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Utah Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Utah. Further, you may have other rights and remedies outside of the Utah Lemon Law.

**MANUFACTURERS ARE  
REQUIRED TO SUPPLY THIS  
NOTICE WITH DELIVERY OF  
A NEW MOTOR VEHICLE  
SOLD WITHIN THE STATE  
OF VERMONT – 9 V.S.A.  
SECTION 4180**

**NOTICE TO CONSUMER**

**NEW MOTOR VEHICLE  
ARBITRATION**

The Vermont Lemon Law applies to new motor vehicles. A motor vehicle is defined as “a passenger motor vehicle which is purchased or leased, or registered in the state of Vermont and shall not include tractors, motorized highway building equipment, road-making

appliances, snowmobiles, motorcycles, mopeds, or the living portion of recreation vehicles, or trucks with a gross vehicle weight over 12,000 pounds. A “new motor vehicle” means a passenger motor vehicle which is still under the manufacturer’s express warranty.” 9 V.S.A. Sections 4171 (6) and (9)

You may be entitled to apply for a comparable replacement vehicle or prorated refund if you discover a defect during the express warranty period that has not been successfully repaired after three repair attempts by an authorized dealer. The first repair must occur within the express warranty.

An alternative way of filing is if this vehicle has been out of service

for repair for a cumulative total of thirty (30) calendar days within the express warranty. The vehicle is considered to be out of service if it is in control of an authorized dealer for the majority of each day.

A consumer may file a Demand with fewer than three unsuccessful repair attempts or fewer than thirty days out of service for a safety or other reason which meets the reasonable repair threshold.

Written repair orders or examination reports must be obtained to attain the presumption of reasonable repair.

You will explain at the hearing how the defect(s) or condition(s) substantially impairs the use,

market value or safety of the vehicle.

The Lemon Law may not be used if you elect to file a claim with the manufacturer's dispute settlement mechanism or if you have discontinued vehicle payments.

The New Motor Vehicle Arbitration program includes other eligibility criteria.

Forms to initiate the New Motor Vehicle Arbitration process should be included with your new vehicle upon delivery. They may also be obtained via [www.dmv.state.vt.us](http://www.dmv.state.vt.us) or by contacting:

**New Motor Vehicle Arbitration  
Vermont Department of  
Motor Vehicles  
120 State Street  
Montpelier, VT 05603-0001**

**Telephone: 802-828-2943**

**Facsimile: 802-828-2092**

**Email:**

**[dmv-lemonlaw@state.vt.us](mailto:dmv-lemonlaw@state.vt.us)**

**Telecommunications Relay  
Service**

**TTY/TDD: 800-253-0191**

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Vermont Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Vermont. Further, you may have other rights and remedies outside of the Vermont Lemon Law.

# DEMAND FOR ARBITRATION – 9 V.S.A. §§ 4170-4181



Department of Motor Vehicles  
Motor Vehicle Arbitration Board  
120 State Street, Montpelier, VT 05603-0001  
802-828-2943 ~ 711 ~ TTY/TDD

## DEMAND FOR ARBITRATION

9 V.S.A. §§ 4170-4181

CONSUMER NAME(S)				MANUFACTURER NAME & ZONE OFFICE MAILING ADDRESS			
MAILING ADDRESS							
CITY/TOWN			STATE	ZIP CODE			
TELEPHONE NUMBERS				DEALERSHIP WHERE VEHICLE WAS PURCHASED OR LEASED			
HOME	DAYTIME		CELL PHONE				
FAX		E-MAIL ADDRESS					
Enter your birth date and gender, which is required for the DMV computer system. You may obscure these entries on the copy forwarded to manufacturer.				DEALERSHIP NAME(S) WHERE ENCLOSED REPAIRS OCCURRED			
DATE OF BIRTH:		#1:	GENDER:		#1:	<input type="checkbox"/> M <input type="checkbox"/> F	
		#2:			#2:	<input type="checkbox"/> M <input type="checkbox"/> F	

### VEHICLE DESCRIPTION & INFORMATION

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER (VIN)	
PURCHASE PRICE (exclude financing fees)		LEASED VEHICLE'S AGREED UPON VALUE AS IDENTIFIED IN CONTRACT	PURCHASE/LEASE DATE	ODOMETER READING AS OF DATE OF PURCHASE OR LEASE
ODOMETER READING AT 1 <sup>st</sup> REPAIR FOR WARRANTED DEFECT OR AT 1 <sup>st</sup> DAY OUT OF SERVICE FOR A 30-DAY CLAIM		TRUCK GROSS VEHICLE WEIGHT (The GVW is usually on a label inside the driver's door)		MANUFACTURER'S EXPRESS WARRANTY (Any optional extended warranty is not applicable.)  _____/_____ Years Miles
FINANCIAL ENTITY, WITH MAILING ADDRESS, WHICH HOLDS THE VEHICLE'S TITLE. IF NO LOAN, ENTER N/A.			If loan was refinanced, list name/address of institution. If loan has been "paid in full," enter PIF and submit documentation of interest paid.	

# DEMAND FOR ARBITRATION – 9 V.S.A. §§ 4170-4181 (Continued)

<b>3</b>	I hereby demand a hearing and a <input type="checkbox"/> REFUND or <input type="checkbox"/> REPLACEMENT VEHICLE because the vehicle does not conform to the manufacturer's express warranty. It has the following defect(s) as of the date of filing, OR the vehicle has been out of service 30 days within the express warranty for repair(s) of:									
<b>4</b>	The defect(s) substantially impairs the vehicle's: <input type="checkbox"/> Use <input type="checkbox"/> Market Value <input type="checkbox"/> Safety.									
<b>5</b>	<p style="text-align: center;"><b><u>Filing Method A</u></b></p> <p><input type="checkbox"/> The dealer has attempted to repair the defect(s) on these dates:</p> <p style="margin-left: 40px;">1<sup>st</sup> _____</p> <p style="margin-left: 40px;">2<sup>nd</sup> _____</p> <p style="margin-left: 40px;">3<sup>rd</sup> _____</p> <p>Submit copies of repair orders from manufacturer, its agent or authorized dealer for each claimed defect.</p>	<p><b>CHOOSE ONE ONLY</b></p>	<p style="text-align: center;"><b><u>Filing Method B</u></b></p> <p><input type="checkbox"/> The vehicle has been out of service for repair of warranted defects for 30 or more calendar days.</p> <p>Submit copies of repair orders with a chronology of days when the vehicle was at the dealer for a major portion of each day.</p>							
<b>6</b>	<p><input type="checkbox"/> <b><u>OPTIONAL</u></b></p> <p>I request a subpoena for service on person(s) listed at right. Jurisdiction is in Vermont only. I agree to pay reasonable expenses incurred by persons appearing under subpoena, per § 1551 of 32 V.S.A.</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">1. Name _____</td> <td style="width: 40%;">Daytime Phone Number _____</td> </tr> <tr> <td>Daytime Address _____</td> <td>City/Town _____</td> </tr> <tr> <td>2. Name _____</td> <td>Daytime Phone Number _____</td> </tr> <tr> <td>Daytime Address _____</td> <td>City/Town _____</td> </tr> </table>	1. Name _____	Daytime Phone Number _____	Daytime Address _____	City/Town _____	2. Name _____	Daytime Phone Number _____	Daytime Address _____	City/Town _____
1. Name _____	Daytime Phone Number _____									
Daytime Address _____	City/Town _____									
2. Name _____	Daytime Phone Number _____									
Daytime Address _____	City/Town _____									
<b>7</b>	I request the manufacturer furnish legible copies of the following documents to me and the Board UPON RECEIPT OF THIS DEMAND:									
<b>8</b>	I certify a copy of this Demand with enclosures has been mailed to the MANUFACTURER, not dealer, on _____. In doing so, I hereby elect to proceed under the Vermont New Motor Vehicle Arbitration Act instead of the manufacturer's dispute settlement mechanism. I further certify any payments due on the vehicle are up-to-date and will continue to be current.									
_____ Signature of Consumer(s)										
_____ Date										

MAIL THE ORIGINAL COPY WITH ENCLOSURES TO THE MOTOR VEHICLE ARBITRATION BOARD, MAIL THE SECOND COPY TO THE VEHICLE MANUFACTURER, NOT THE DEALER, WITH ENCLOSURES and RETAIN THE THIRD COPY FOR YOUR RECORDS.

Department of Motor Vehicles  
Motor Vehicle Arbitration Board  
120 State Street  
Montpelier, VT 05603-0001  
802-828-2943 711 – TTY/TDD



## DEMAND FOR ARBITRATION FILING INSTRUCTIONS

A **Demand for Arbitration** will be docketed for a hearing when it is completed in full as applicable, accompanied by the information requested within **Enclosures** and submitted per the **Filing Instructions** itemized below. The claim will be returned if relevant enclosures are omitted. Please remember the preparation and presentation of the case is your responsibility.

SECTION 1.	Enter your name, mailing address, applicable telephone numbers and e-mail address. Enter the manufacturer's name and zone office mailing address. The zone office addresses are available on the back of this page and are subject to change.
SECTION 2.	Complete the vehicle description and information sections as applicable.
SECTION 3.	Choose a refund or replacement vehicle and describe the defect (or defects).
SECTION 4.	Check all that apply.
SECTION 5.	Choose ONE filing method and complete the requested information. Enclose repair orders and summary history.
SECTION 6.	<u>OPTIONAL</u> – Use only when necessary. Enter the person's name with daytime phone number and address (Vermont only) to whom a subpoena is to be issued. Service of the subpoena is your responsibility. Procedural information will be forwarded to you with the subpoena and hearing notice.
SECTION 7.	Specify requested documents. If claiming 30 days out of service, request the technician's time stamps to assist in documenting days out.
SECTION 8.	Read and complete the certification section. Sign and date the Demand.

## ENCLOSURES

Include a copy, if applicable, of the following documents with the Board's and Manufacturer's Demand copy:

1. **VEHICLE PURCHASE CONTRACT** - itemizes purchase price, trade-in allowance, rebate, discounts, non-cash credit, options as of the date of purchase and motor vehicle and documentation fees, and usually includes the dealership's business logo. A retail installment contract is not the purchase contract.
2. If the vehicle is/was financed: a) finance contract; b) **WRITTEN STATEMENT** from the financial institution **VERIFYING TOTAL INTEREST PAID** with the collateral identified; and c) Vermont Disclosure form relating to the amount financed in a motor vehicle retail installment contract for vehicles purchased on or after July 1, 2006. Enclosure (c) should be attached to the retail installment contract by dealer.



# DEMAND FOR ARBITRATION FILING INSTRUCTIONS (Continued)

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3. **LEASE AGREEMENT** - Also, enter the titleholder's/lease assignee's (not the dealer's) name and address within Section 2 of the Demand.
4. A copy of the **MANUFACTURER'S EXPRESS WARRANTY** for the claimed defect(s)/condition(s). The warranty summary grid is acceptable. If applicable to the claimed defect/condition, enclose the section describing warranty coverage of a term different than the grid. Any optional extended warranty is not applicable.
5. **REPAIR ORDERS** including the **FINAL REPAIR ORDER**, which may be sent when completed.
6. **Itemized** documentation of the **INITIAL MOTOR VEHICLE FEES** (registration, title, etc.) paid to the Vermont Department of Motor Vehicles, to the DMV of another state, including purchase and use tax, or documentation from a state's applicable entity as through property taxes.
7. A copy of your vehicle registration and insurance certificates. (The inspection sticker must be current )

**If your claim is for "3 times out," filing method A**

8. Submit a repair history summary for the claimed condition(s) and include written confirmation the condition(s) filed for was present as of the date of filing, which is one prerequisite for filing.

**If your claim is for "30 days," filing method B**

9. Prepare a chronology of warranted repair orders with repair order number, dates, mileage and number of days out of service with a repair summary. For a day to be counted, the vehicle must have been unavailable for your use for the major portion of a day (4 hours) by reason of being under the control of the manufacturer, its agent or authorized dealer for repair. Optional extended warranties purchased are not applicable.
10. Bills supporting a request for consequential/incidental damages. Justification may be provided in writing or verbally at the hearing.

## **FILING INSTRUCTIONS**

- ▶ Mail the ORIGINAL COPY with enclosures to: Motor Vehicle Arbitration Board, Department of Motor Vehicles 120 State Street, Montpelier VT 05603-0001
- ▶ Mail the SECOND COPY with enclosures to the manufacturer's zone office, not to the dealer. Certified mail is recommended.
- ▶ Keep the THIRD COPY for your records. Retain enclosure originals.

If your vehicle does not conform to its limited written warranty and American Honda or its authorized Honda dealers have not repaired or corrected any defect or condition in the vehicle which significantly impairs its use, market value or safety, after a reasonable number of repair attempts during the "Lemon Law" rights period, you may be entitled under the Virginia Lemon Law to a comparable vehicle or a refund of the full purchase price, less an allowance for use, upon return of your vehicle.

In addition, in order to be eligible for the remedies under the Virginia Lemon Law, you should first do the following:

- 1) Provide written notification of the problem with your vehicle to American Honda through Automobile Customer Service at the address provided below; and
- 2) Provide American Honda with a reasonable opportunity to repair it.

If you believe that you have a claim under the Virginia Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

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Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

American Honda Motor Co., Inc.  
Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Virginia Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Virginia. Further, you may have other rights and remedies outside of the Virginia Lemon Law.

If the new motor vehicle you have purchased or leased does not conform to its limited written warranty and American Honda or its authorized Honda dealers have not repaired or corrected a nonconformity in the vehicle which substantially impairs its use, value or safety after a reasonable number of repair attempts, or the vehicle has been out of service by reason of diagnosis or repair of one (1) or more of the above nonconformities for a cumulative total of thirty (30) calendar days, at least fifteen (15) of them during the period of the written warranty, you may be entitled under the Washington Lemon Law to a comparable vehicle or refund of the purchase price, all collateral charges, and incidental costs, less a reasonable

offset for use, upon return of your vehicle.

The Washington Lemon Law (at RCW 19.118.041(2)) will give you details of what constitutes a reasonable number of repair attempts. Please note that, under the Washington Lemon Law, arbitration must be formally requested within 30 months of you taking delivery of your new motor vehicle.

Please refer to the pamphlet "Lemon Law Notice of Consumer Rights" prepared by the Washington Attorney General. A copy of this pamphlet is furnished to every Honda purchaser in Washington at the time of sale. If you would like another copy of this pamphlet, please contact American Honda

through Automobile Customer Service at the address or toll-free number provided below. For additional information regarding Washington's Lemon Law, you may visit the State Attorney General's website at [www.atg.wa.gov](http://www.atg.wa.gov).

If you believe that you have a claim under the Washington Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor.

However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local

authorized Honda dealer, please contact:

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Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Washington Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Washington. Further, you may have other rights and remedies outside of the Washington Lemon Law.

## WEST VIRGINIA

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**IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER STATE LAW TO A REPLACEMENT OR TO COMPENSATION. HOWEVER, TO BE ENTITLED TO A REPLACEMENT OR TO COMPENSATION, YOU SHOULD FIRST NOTIFY THE MANUFACTURER OF THE PROBLEM IN WRITING AND PROVIDE THE MANUFACTURER WITH AN OPPORTUNITY TO REPAIR THE VEHICLE.**

If you believe that you have a claim under the West Virginia Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business

Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

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Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The West Virginia Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in West Virginia. Further, you may have other rights and remedies outside of the West Virginia Lemon Law.

If your new motor vehicle does not conform to its limited written warranty and American Honda or its authorized Honda dealers have not repaired the vehicle after a reasonable number of repair attempts, or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of the Wisconsin Lemon Law to a comparable vehicle or a refund of the full purchase price, less an allowance for use, upon return of your vehicle.

If you believe that you have a claim under the Wisconsin Lemon Law, American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better

Business Bureau, to equitably resolve your concerns.

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.

For additional information about BBB AUTO LINE, review pages 4-5 of this booklet or contact American Honda through Automobile Customer Service at the address or toll-free number provided below.

Should you have any concerns or questions regarding your Honda after you have contacted your local authorized Honda dealer, please contact:

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Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Wisconsin Lemon Law may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Wisconsin. Further, you may have other rights and remedies outside of the Wisconsin Lemon Law.

If your new motor vehicle does not conform to its limited written warranty and American Honda or its authorized Honda dealers have not repaired within the first year after delivery of the vehicle to the consumer the same nonconformity after three (3) or more repair attempts or the vehicle has been out of service due to repair for thirty (30) business days, you may be entitled under the Wyoming "Lemon Law" to a new or comparable vehicle of the same type and similarly equipped or a refund of the full purchase price, less a reasonable allowance for use, upon return of your vehicle.

In order to seek remedies under the Wyoming "Lemon Law," you must first do the following:

- 1) Notify American Honda through Automobile Customer Service in writing, by certified mail, at the address provided below; and
- 2) Provide American Honda with an opportunity to repair it.

If you believe that you have a claim under the Wyoming "Lemon Law," American Honda offers its customers alternative dispute resolution through BBB AUTO LINE, a program independently administered by the Better Business Bureau, to equitably resolve your concerns.

**IMPORTANT: IN ORDER TO SEEK A REPLACEMENT OR REPURCHASE UNDER THE WYOMING "LEMON LAW," YOU ARE REQUIRED TO PARTICIPATE IN ALTERNATIVE DISPUTE RESOLUTION THROUGH BBB AUTO LINE.**

Under the BBB AUTO LINE program, American Honda is bound by a decision in your favor. However, you are not bound by any decision of BBB AUTO LINE, unless you choose to accept the decision. American Honda believes the use of this program may be very helpful to its customers, and encourages you to consider using BBB AUTO LINE if you have a warranty or lemon law dispute regarding your Honda.



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Automobile Customer Service  
1919 Torrance Blvd.  
Mail Stop 500-2N-7A  
Torrance, CA 90501-2746  
800-999-1009

The Wyoming "Lemon Law" may have many additional provisions and requirements. If you feel your Honda qualifies for consideration under the lemon law, you should review the laws in Wyoming. Further, you may have other rights and remedies outside of the Wyoming "Lemon Law."





# HONDA

The Power of Dreams



Honda Consumer Information

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Y0803  
31H09812  
00X31-H09-8120

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